



STONE OAK ORTHODONTICS

Dr. Robert (Tito) Norris • Dr. Ray Caesar

Dear Patients & Families,

We want to let you know that Stone Oak Orthodontics is closely monitoring the COVID-19/Coronavirus situation and has your safety in mind. Currently, we believe that the risk of illness in San Antonio is low, and are following recommendations from the San Antonio Metropolitan Health District, the Texas Department of State Health Services (DSHS) and the Centers for Disease Control & Prevention (CDC) regarding appropriate screening and infection control.

You can take these steps to protect yourself and others:

1. Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
2. Avoid touching your eyes, nose, and mouth with unwashed hands.
3. Avoid close contact with people who are sick.
4. Stay home when you are sick. Please inform us if you have or have had a fever, especially if having sore throat, cough, shortness of breath, and if traveling recently.
5. Cover your mouth and nose with the inside of your elbow when you cough or sneeze.
6. Clean and disinfect frequently touched objects and surfaces.

What we are doing:

1. Continuing precautions in our clinic to keep the spaces clean and germ-free
2. Continuing to wear our masks and gloves (personal protective equipment)
3. Continuing to hand washing and usual infection control procedures
4. Staying on top of the latest recommendations
5. We respectfully ask if you have recently traveled and/or are experiencing flu-like symptoms, to please call and reschedule your appointment to a later date.
6. We respectfully ask that only appointed patients come into the office. We ask that you limit only one parent/guardian for minors.

For the most up to date information please visit these trusted sources:

<https://www.sanantonio.gov/health/news/alerts/coronavirus>

and

Johns Hopkins Coronavirus Resource Center:

<https://coronavirus.jhu.edu>

We thank you for your cooperation and support.

Sincerely, Dr. Tito, Dr. Caesar, and the Stone Oak Orthodontic Team