

Dear Westchester Family Orthodontics Patients and Families,

I would like to take the time to update you with regard to the steps our office is continuing to take in recognition of the current uncertainty related to the COVID-19 virus. In the spirit of abundant caution, we had originally decided to take proactive measures in order to help limit the community spread of the virus and maximize the safety and well-being of both our patients and staff by suspending non-emergency patient care, beginning Monday, March 16th, 2020.

New York State Governor Andrew Cuomo has now updated his original mandate, instructing the continued postponement of all non-emergency dental care through April 30th, 2020. Our office will be reaching out to all patients who have appointments scheduled during this time in order to reschedule. We will continue to reassess this situation as it unfolds and we will make a determination regarding the timing of the reopening of our office and the scheduling of future appointments as soon as we are able.

As stated before, in the event of an orthodontic emergency, I will be available via phone, text, email or FaceTime to provide guidance as needed. I will be available on an individual basis, in a controlled environment, to deal with those emergencies that cannot be resolved remotely. I will also be available via FaceTime during this period to see certain types of appointments that do not require personal contact (palate expander checks, retainer checks, etc.) as well.

Should you have questions regarding current or future care, please feel free to call our office at 914-732-3777 or, in the event of an orthodontic emergency, I can be reached directly via contact information provided on our office answering machine. In the meantime, please remember to continue washing your hands prior to touching your mouth, elastics, retainers or aligners.

We will continue to closely monitor the latest developments concerning the COVID-19 virus and will be following the guidance and recommendations of our government and public health officials. I will continue to keep you posted with any office updates as our response continues to evolve.

Thank you for your support and understanding as we work together to keep our patients, families and community healthy. As always, our main concern is the safety and well-being of our patients, staff and families during this difficult time and we look forward to seeing you all again soon.

Best Wishes,
Bradley Schnebel, DMD and Westchester Family Orthodontics Staff