

thank you!

An Open Letter to Our Patients

9-18-20

To our valued patients and their families:

As we have now entered into the fourth month of reopening on June 1st, 2020, we would like to reach out and thank each and every one of you.

Reopening our practice meant new protocols, new procedures, and, eventually- a new normal, for everyone involved. Our staff has always strived to provide the best care to our patients and their families. While we continue to navigate this new normal, we want you to know that we could not have done it without your patience, cooperation and continued support.

Although we may not see each other as often as before, we want you to rest assured that we are always a phone call, email, or text message away! Many of you may have noticed our new "Appointment Summary" letter that is typically emailed right after a visit in our office. This provides parents with a general overview of what was done on that day's appointment and what we have planned for the next visit. We hope that this new means of communication helps in ensuring a pleasant orthodontic experience for you.

We'd also like to point out a new feature on our website called "Virtual Consult", which enables any patient or future patient to send secured images directly to us. This can be helpful in those moments when you need Dr. Kerzner to take a quick look in cases of any uncertainties you may have, potentially eliminating an avoidable visit to our office. Or, if you're thinking of starting orthodontic treatment, and have yet to schedule an initial visit with us, it also allows for Dr. Kerzner to discuss possible treatment options just for you, with no appointment necessary!

Our practice is run with one word in mind- family. From our valued staff, to you, our valued patient, thank you for being a part of this family at Kerzner Orthodontics. We look forward to seeing you soon!

Kerzner Orthodontics, P.C.

