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Dear Patients, Families & Friends of Sullivan Orthodontics:

We are deeply committed to your health and well-being, especially now in the midst of the COVID-19 pandemic. Therefore, we have made the difficult decision to temporarily close our offices and limit appointments to emergencies only. At this time we do not know the date when we will reopen, but we will continually assess the situation and communicate our plans on an ongoing basis.

There is no higher priority than the healthy and safety of our patients, families, staff and community. Our team at Midcoast Orthodontics will stay updated with the latest information from the Centers for Disease Control (CDC), the World Health Organization (WHO), medical professionals, and government agencies. By postponing all of our non-emergent orthodontic appointments, we will be doing our part in helping to “flatten the curve” and protect our loved ones in the most vulnerable populations.

We will be contacting all current and new patients to reschedule appointments as soon as possible. With expanded precautions at each office, we will be available to make patients comfortable who are experiencing any issue that cannot be resolved over the phone or via Zoom with verbal instructions. If you are scheduled for an emergency appointment, please adhere to these guidelines:

- Whenever possible, only the patient (and, if necessary for younger patients, one healthy accompanying adult) should enter the office
- Please wash your hands in our restroom when you enter the office
- Both patient and accompanying adult must be free from symptoms, including fever, cough, and respiratory distress

Please know that we are closely monitoring and acting on this developing situation. For us this has been one of the most difficult decisions we have had to make in the course of our careers. And we are prepared to navigate through these challenging circumstances with your safety and the trust you have placed in us at the forefront of everything we do.

Keep calm, wash your hands, and enjoy time with your loved ones. We look forward to welcoming you back to our offices very soon.

All our best,

Dr. Sullivan and Dr. MacGilpin