

April 22, 2026

### Notice to Our Patients & Community

At Goldsboro Pediatric Dentistry & Orthodontics, we want to communicate openly and directly regarding a current operational challenge impacting our office.

We are experiencing a temporary system issue affecting access to some patient records. To be clear, this situation is temporary, but it has created a strain on our daily operations, scheduling processes, and overall workflow. While frustrating for our team, we fully recognize the equal impact on you and your family.

Please know that we are working diligently and in close coordination with our IT partners and database host to restore full system functionality as quickly and safely as possible. We are treating this matter with urgency and are actively working to ensure it is resolved and fully rectified as soon as possible.

### What This Means for You

- Appointment schedules may be impacted, including delays or the need to reschedule
- Our team will be proactively reaching out to reconfirm and/or reschedule appointments
- Some patients may require supplementary follow-up visits, to confirm records and ensure continuity and accuracy of care
- New patient scheduling and communication may experience temporary delays

### Our Commitment

Even under these circumstances, our standard remains unchanged: providing exceptional, safe, and uncompromised care for every patient we serve. Patient care and safety remain fully intact.

We ask for your patience and grace during this time, and we also ask that you extend kindness to our team. They are navigating this situation with urgency, professionalism, and a deep commitment to your care while operating under extremely challenging conditions.

### Moving Forward

We are actively working toward full system restoration and will continue to keep you informed as progress is made. In the interim, please expect communication from our team regarding your appointments and any necessary next steps.

We sincerely apologize for the inconvenience this situation has caused and deeply appreciate your understanding, flexibility, and continued trust in our practice.

With gratitude,

**The Team at Goldsboro Pediatric Dentistry & Orthodontics**

