

5/25/2020

To our valued patients:

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

These are some examples of what we are doing to keep you safe:

- Our office will communicate with you beforehand to confirm your appointment and send you a screening form. You do NOT have to sign the form, but we do ask that you let us know ahead of time if you answered "yes" to any of the questions on the form. You'll be asked those same questions again when you are in the office.
- We have hand sanitizer available when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- You may see that our waiting room will no longer offer magazines, coffee and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- You will notice that we have placed plexiglass around the reception area. We will also be wiping down the reception area frequently.
- Our team members will be wearing personal protective equipment (PPE), and taking your temperature with a digital no-touch thermometer before any treatment is started.

This is what you can do to keep us safe:

- Please use a face covering or a face mask before entering the office.
- Please do not bring family members with you to your appointments in order to limit the amount of people in the office.
- Please only come in if you have an appointment. We would like to limit walk-ins as much as possible during this time.
- If you would like to avoid waiting in the reception area, call us from your car when you arrive. We will let you know when we are ready for you, and bring you right in.
- Please be patient with us. We are doing the best we can to accommodate all the patients that have missed their scheduled cleanings, while slowing down our schedule to allow for disinfection and social distancing, and also keeping all currently scheduled patients on track. If you were forced to cancel your cleaning appointment due to Covid-

19, you do not need to call to reschedule. We will be calling you as soon as we have an opening available. We are working on adding extra hygiene days to accommodate this.

- If you have a dental pain, sensitivity or have missed a non-cleaning appointment due to Covid-19, please call us right away so that we can accommodate any urgent needs.
- If you have scheduled treatment or a cleaning in our office, and do not feel comfortable coming in at this time, please call us at your earliest convenience so that we can reschedule you later in the year, and open up a spot for someone else.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Dr. Irina Adams, MJ, Michelle, Rhonda and Terri.

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