

Dear 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 your safety and comfort. We want to tell you about the infection control procedures we follow in order 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 monitor the activities of these agencies so that we are up-to-date.

Some of the changes you will notice before and at your next visit are:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office. All staff and patients entering the office will be screened like this daily to help to eliminate anyone in the office with any illness.
- We have hand sanitizer in multiple areas of the office that we will ask you to use when you enter and proceed throughout the office, and we will be disinfecting surfaces frequently each day.
- We ask everyone to wear at minimum a face cloth covering or better while in the office and maintain the recommended 6-foot distancing protocol.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect, and chairs are spaced appropriate distances.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- We have exceeded agency requirements by installing virus and bacteria killing HEPA-filter and UV light air purifiers in the waiting area and treatment rooms, and installed barriers at the front desk.
- We will be using different treatment techniques wherever possible in order to make procedures safer for you and the office staff.
- All office staff has undergone multiple hours of training and webinars for infection control and social distancing in relation to the current Covid-19 pandemic, and are at minimum following, and in some cases exceeding the required current guidelines.

We look forward to seeing you 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 Trent and Staff