

Dear Patients,

We hope that you and your family are in good health. We are excited to have the opportunity to welcome you back! While many things have changed, one thing has remained the same: our commitment to ensuring your safety, as well as that of our staff.

Infection control, along with delivering the highest quality of care, has always been a top priority for our practice. We follow and exceed all recommendations made by the American Dental Association, the US Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Association (OSHA).

We would like to make you aware of the many changes to our office protocols. Our office has undergone extensive training in infection control and patient management procedures. Below are lists of the enhanced precautions which you can expect.

BEFORE your appointment:

1. Our office will contact you 48-72 hours prior to your appointment via phone and ask you a set of health related questions. We **MUST** complete this step prior to your appointment.
2. You will be asked those same questions when you arrive.
3. All patients are required to wear a mask upon entering the office.
4. Patients are asked to come to their appointments alone, except in the case of essential caregivers or parents of minor children needing assistance.

UPON ARRIVAL:

1. Personalized arrival procedures will guide you from your car directly to treatment rooms.
2. Appropriate distancing will be maintained in the reception area for essential caregivers.
3. We will ask you to use hand sanitizer upon entry.
4. Magazines and other items that can harbor or transfer germs have been removed.
5. Barriers have been installed at the front desk.
6. All patients will use an oral pre-rinse prior to treatment.
7. Patient temperatures will be taken and recorded upon entering the office. Staff temperatures will be taken at the beginning of the day and again in the afternoon.
8. Payment will be arranged in advance to avoid delay and allow for contactless exit from the appointment.
9. Tele-dentistry services for follow-up or communication may be arranged.

ENHANCED EQUIPMENT AND SYSTEMS:

1. Disinfection procedures of all surfaces between patients have been enhanced. This includes a fogging device used before and after each patient appointment.
2. Appointment times are longer in order to prepare and complete all necessary disinfection procedures.
3. Ambient air management with HEPA 13 air filtration continuously removes germs from circulating air in treatment rooms and common areas.
4. Enhanced HVAC disinfection with a UV light system and filtration unit has been installed.

5. New personal protection equipment such as visors, gowns, N95 masks, and hair covers for staff protection have been acquired.
6. Protocols to reduce or eliminate air borne aerosols during all dental procedures have been introduced.
7. All outside mail and packages that enter the building are disinfected.

We look forward to seeing you again and we are happy to answer any questions you may have about the steps we have taken to keep you safe in our office.

We thank you for being our patient. We value your trust and look forward to getting back to providing you with fine dental care!

Sincerely,

Dr. Craig Wilson and staff