

Dear Valued Patient,

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**.

The highest level of 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 you, our 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. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

You may see some changes when it is time for your next appointment. Rest assured, we are still the same caring, skilled people you have come to know and trust. We made these changes to help protect our patients and staff. Although some of these changes may seem strange it is being done out of an abundance of concern for your health. For example:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again prior to entering the office the day of your appointment.
- We are requesting those who can arrive alone for their appointment to do so.
- We are asking you to please call us when you arrive in the parking lot and wait in your car until we contact you to come in.
- We encourage you to wear a face-covering into our office.
- Our team will start each day by taking our own temperature. We will also take your temperature when you arrive.
- Hand sanitizer is available for use 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, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. We will do our best to allow the appropriate 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 sincerely look forward to seeing you again and are happy to answer any questions you may have about the steps we are taking 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.

Most Sincerely,

Dr. Wright, Michele, Liz, Karen, Jamie, Jill and Becky