

*Platteville*  
Dental

960 N. Washington St.  
Platteville, WI 53818  
608-348-2393

May 17, 2020

Dear Platteville Dental Patient:

We hope this letter finds you in good health during this unprecedented time. While many things in today's world have changed, our commitment to your health and safety has not. Infection control has always been a top priority for Platteville Dental and you have seen this during your past visits. We want to take a moment to explain a few changes you will see in your upcoming dental visits.

Our office follows infection control recommended by the American Dental Association (ADA), the US Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA). We always follow the guidelines from these agencies to make sure we are up-to-date on our infection control procedures.

**We have implemented changes to help protect our patients and staff from COVID-19 or any other illness. These include but are not limited to the following:**

- **We will communicate with you 2-3 days prior to your dental appointment and ask you screening questions, including if you've had a cough, fever, or any respiratory issues recently and if you or any members of your household have had any exposure to COVID-19.**
- **If you are over 60 or have a complicated health history you may need to discuss treatment with the doctor, as you are at a higher risk for COVID-19 complications. We have limited 7am or 8am appointments available for high risk patients, please request one of these earlier times if you are in a higher risk group.**
- **If you have a cell phone, please call us at 608-348-2393 once you've arrived at our office. We will ask you the screening questions on the phone prior to**

entering and let you know once we are ready. This will help minimize patient contact in our reception area.

- When you check in for your appointment your temperature will be taken. We will do any screening questions for those patients not asked via phone.
- We have hand sanitizer and ask that you use it upon entry to the office.
- We have masks available and prefer you use a mask when we are not examining your mouth. Please bring your own mask, as masks are in limited supply.
- Our office has removed all magazines, books and toys to minimize the spread of germs. We also perform extra cleaning and sanitizing.
- We have spaced out seating in our reception to allow more social distancing.
- We have installed clear barriers at our front reception for further protection.
- Appointments are spaced out further to lessen patient contact. This may mean we are contacting you to reschedule, sorry if this causes any inconvenience for you.
- We would appreciate only the patient entering the treatment room. Discussions with guardians can take place in reception area or over the phone.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the amount of patients in the reception area at one time.
- Due to our staff's increased layers and mask requirements, our building may be kept cooler than normal. It would be a good idea to have a layer available in case you're feeling cool. We want you to be as comfortable as possible.

We really look forward to seeing you again! We miss our patients and are excited to treat you again. We are happy to answer any questions you may have. To make an appointment, please call 608-348-2393. Thank you for trusting Platteville Dental for your dental care.

Sincerely,

Dr. Joseph Jacquinot & Dr. Michael Dietzel