



COVID-19 Update

To Our Community,

There's no question that COVID-19 has changed the way we live our lives. We thank you for joining us in taking great strides to help flatten the curve and keep our community safe from the transmission of the virus. We understand and commiserate with the frustration of having to wait for your important dental care through this time.

We are happy to say that we are operating under our normal business hours. We are excited to emerge from this crisis and provide you and your loved ones with quality care.

Your health and well-being continue to be our highest priority and we want you to feel comfortable and confident with our safety standards. Please know that dentistry has been the leader in infection control long before COVID-19 was even on our radar. The sterilization processes we use have always been well above the standard of care and with the additional measures we are taking as we reopen, we will continue to go above and beyond the minimum required to keep you and our team safe.

Some of the measures we will be taking to provide a safe dental treatment experience include but are not limited to the following:

Prior to Your Appointment (when you receive your reminder call or text):

- Patients will be screened over the phone or via text with a few simple questions to make sure they are healthy.

Upon Your Arrival at the Office:

- Please wear a mask to your appointment per the recommendation of the CDC.
- Patients will be screened upon entering the office with a simple questionnaire and their temperatures will be checked. Any patients showing signs of a fever (100.5 degrees or higher) or other symptoms of illness will be asked to reschedule their appointment.
- Anyone entering the office will be required to use hand sanitizer and/or wash their hands.
- ONLY patients will be allowed entry into the office. Parents and other family members will be asked to wait outside whenever possible. We request that you limit the number of people you bring to the office to those with a scheduled appointment.
- Patients are asked to wait in their cars or outside the office until their scheduled appointment time.
- The waiting area chairs will be spaced to allow for 6 feet between people.
- We ask that you continue to practice social distancing measures in common areas of the office, including the front desk.
- There will be no physical contact with patients with the exception of what is required during treatment.
- Magazines, coffee makers, toys, and other items have been temporarily removed from the offices to reduce the opportunity for virus transmission.
- All public areas including restrooms will be cleaned and sterilized frequently throughout the day.

During Treatment:

- All treatment rooms will be COMPLETELY disinfected to the highest recommended standards before each patient is seated.
- All treatment rooms have high-volume suction units to minimize airborne particles.

- Our team will STRICTLY follow guidelines set forth by the CDC, local protocols, and the ADA® with regard to instrument and equipment sterilization.
- During patient care, eye protection, face shields, and high filtration masks will be worn by everyone and sanitized between patients.

Team Safety:

- Our team's safety is paramount as well and we are taking many precautions to keep them healthy. They are being screened twice daily for any signs of illness.
- We are asking them to wear masks at the front desk areas and in all areas of the office.
- We have installed plexiglass partitions in all administrative areas to allow for social distancing.
- Our team is continually trained and updated on any and all CDC, ADA, and local guidelines.

We are proceeding with an abundance of caution so we can continue serving our patients and provide you with the very necessary oral care you need while doing our part to flatten the curve. Thank you for your understanding and cooperation. We are SO excited to serve you and to rebuild our practice through these very difficult times. Please don't hesitate to ask any questions you may have.

We look forward to seeing you soon!