

Dear Patients,

We hope this letter finds you and your family in good health. Our community has been through so much over the past 6 weeks and we are all looking forward to resuming a new sense of normal. While much has changed, what has not is our commitment to your safety.

Infection control has always been a top priority for our offices, and it is done following all guidelines established by the CDC. With the coronavirus and its implications, we are following additional guidance of the Kentucky Board of Dentistry, Kentucky Department of Public Health, American Dental Association (ADA), CDC, and OSHA to amplify these infection and sterilization procedures.

We are opening on May 4, 2020, for restorative (fillings, crown, root canals, etc.) and May 18, 2020, for hygiene visits. You will see some changes when it is time for your appointment to help protect you and our team.

- Our office will communicate with you beforehand to ask screening questions, and again when you arrive at the office.
- You will need to wear a mask upon your arrival at the office.
- Upon arrival, we will be doing temperature checks on each individual. You will also be required to use hand sanitizer which will be placed in multiple locations throughout the office.
- Our reception room will no longer have magazines, pamphlets, or common water stations. There will be limited seating in reception for those accompanying patients under the age of 18 and those patients that require special assistance. Minors and patients who need assistance will only be allowed one guest. Guests of patients will not be allowed back in treatment areas. The person that is accompanying the patient will follow the same protocols: mask, temperature, COVID questionnaire and hand sanitizer and will wait in the reception room at an acceptable social distancing space from other individuals.
- Once you are seated for treatment, you will be asked to rinse with a hydrogen peroxide solution and spit into the same cup, which will be eliminated via our high-volume suction.
- Each room will have a HEPA air purifier to aid in reduction of aerosols.
- Plexiglass barriers have been set up at all front desks. This will protect both you and the team member as you check out.
- We will have supportive financing options so that your dental needs and your overall health can be taken care of in as few appointments as possible. Our goal is to complete your necessary treatment in such a way as to reduce your costs due to lost wages, travel costs and childcare.

We look forward to taking care of our wonderful patients again.

Sincerely,

## Dentist Sample 2

My practice is fully open now for your dental care including your preventive and hygiene visits. My team is back and ready to provide you with the best care in a safe and comfortable environment.

I need your cooperation upon arrival with a couple of requests. When you arrive in the parking lot, please call the office number to let us know you are here. We will be on time and will be working diligently to stay on time, so you will not have to wait in your car. Plan to be here at your appointment time and if we are behind at all, we will call you 20 minutes beforehand so you can delay your arrival. It is important to arrive on time as it assists us in being timely for everyone.

Bypass the Commonwealth checkpoint in the main lobby and come to the office on the third floor. We will take a temperature check and if that is normal, we will ask you to hold your breath for 4-5 seconds without coughing. Underlying respiratory illnesses can be detected if you cannot do this without coughing. We are also using a pulse oximeter to check for oxygen levels as beginning asymptomatic respiratory illness often manifest in lower oxygen levels before becoming apparent to you.

We will ask you to come to the treatment room and wash your hands upon arrival and upon exiting. We will open and close all doors for you entering and exiting the office. Our hygienist will have face shields in addition to their normal protective gear. I already had the proper suctioning equipment that meets all guidelines and will soon be enhancing our capabilities in the near future with the latest technology available. I will exceed the guidelines as they currently exist.

Patients with special needs can have caretakers come and wait in the reception area, as well as parents with children. Everyone entering the office will be temperature checked even if not scheduled for care. Everyone is required to wear a mask in the reception area so please wear your mask until we check you in the office. If you are remaining in the reception area, place your mask back over your nose and mouth. There is plenty of space to social distance in that area, but a mask is also necessary.

Administrative staff will have masks at all times. In addition, if you see any area we can improve at any time, please let me know your thoughts and concerns. All employees are checked daily, and none of us want to contract or spread Covid-19. We are fully stocked with PPE supplies.

Your safety, my team's safety, as well as my own, are paramount, as always. During the shutdown, we saw several new patients with urgent needs, as well as several existing patients who had delayed care. Many of you have told me you were glad I was available with an assistant and are glad we are re-opening. I also know that some want to wait awhile to resume care. I understand and want you to know I am here with my team when you are ready. I am concerned that delaying your dental care will also adversely affect you, that is why we have made sure we are ready to open now.

Thank you for your continued support and concern for me and my team. We all appreciate each of you.