

# IMPORTANT INFORMATION REGARDING COVID-19

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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.

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 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. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office as well as be screened with a touchless thermometer.
- We are utilizing a virtual waiting room. When you arrive for your appointment, remain in your vehicle and give us a call to let us know you have arrived. You can wait in your car until your provider is ready. We will call you and meet you outside the front door, so you don't have to wait in the lobby.
- We have hand sanitizer that we will ask you to use when you enter the office and rinse with a special mouthwash.
- You may notice that our waiting room will no longer offer magazines, children's toys etc..., since those items are difficult to clean and disinfect.

- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

We thank you in advance and extend our gratitude for your understanding and cooperation. Together, we can help keep everyone as safe and healthy as possible. If you have any questions or concerns, please contact our office, and one of our staff members will be more than happy to assist you.

[Please view and share our latest COVID-19 Symptom Comparison Chart with your friends and family.](#)

For further information, including measures to keep yourself healthy, visit the following links:

- Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html>
- Symptoms: <https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>
- Steps When Sick: <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>