

To our wonderful patients;

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.

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 updates 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 agency's recommendations.

Our staff is taking every precaution to make this office as safe as possible for our patients. Every morning each staff member entering the office gets their temperature checked and screened for COVID- 19. We want to make sure that everyone is safe and healthy.

You may also 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.
- When you get to our office you will need to call and let us know you are here (do not walk up to our office on our own). **At this time an escort from our office will come down to take your temperature and ask you COVID-19 screening questions** (if your temperature is over 100.4 we will need to reschedule your appointment), and then the escort will walk you to our office.
- We are only allowing the actual patient to come up to the office unless you are a child under the age of 18 (then one parent will need to come to the appointment), or a patient that needs assistance (then one caregiver may come to appointment).
- We ask that **a mask be worn to all appointments** to keep other patients, and our staff safe in the spreading of COVID-19.
- We have hand sanitizer that we will ask you to 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 greater 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 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.

The team at Cleona Dental