

To our dear patients,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last month, and all of us are looking forward to resuming our new normal. ***While many things have changed, one thing has remained the same, our commitment to your comfort, safety and wellbeing.***

Infection control has always been a top priority for our practice, and you may have seen this during your visits to our office in the past. 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 and some of the new changes you might see when we re-open.

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. The safety of our patients and our team is the utmost important.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and team. 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.
- We will ask that you complete necessary paperwork prior to arriving if possible.
- We will ask that you **check in from your car** upon arrival.
- We will be **prescreening** you prior to your appointment by taking necessary vital signs.
- We have **hand sanitizer** that we will ask you to use when you enter the office. You will also find some in other parts of the office for you to use as well.
- You may see that our waiting room will no longer have 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. That **might mean that you're offered fewer options for scheduling our appointment.**
- We will continue with a **pre-procedural rinse.**
- We will be using rubber dam and other devices to help isolate and **minimize the potential for infectious aerosols** in the room.
- We will do our best to allow for time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at one time.
- **We may look very different** during your treatment. We are required to wear additional personal protective equipment, and this will require the office temperature to be set at a cooler level.
- You will begin to see an additional **nominal fee** on most procedures for this additional equipment. Unfortunately, this additional cost cannot be absorbed by the practice. Some insurances will cover it, and some will not. We do not have control over that.

- We can now offer **Teledentistry** for some appointments. More information will follow in the near future on this exciting change in dentistry.

There may be additional changes, requirements or protocols put into place as dental offices begin to open. We will continue to stay on top of those and notify you as we learn more. This will all be communicated through email, **please make sure we have a good working email address.**

Be on the look out for **videos** that will be emailed, uploaded to social media and placed on our website for other protocols and technology we will be implanting as we adjust to our new normal.

We plan to re-open for appointments on Monday, May 11th. Our entire team is returning next week to undergo training and make preparations to re-open.

We look forward to seeing you all again very soon.

God bless,

Dr. Cornell and team