

May 18, 2020

To our Patients and Families:

We hope this letter finds you and your family in good health. Our country has been through a lot over the last couple of months, and we are looking forward to resuming our normal activities and routines. Although many things have changed, our commitment to your health and safety continues to be our top priority. We will be resuming routine dental care starting on May 26.

Infection control has always been a top priority for our practice and our goal is to continue to protect you and your family, as well as our employees. We always have and will continue to follow recommendations from the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA) in order to ensure that our infection control procedures are current and adhere to each agencies' recommendations.

During our downtime from COVID-19, we have been busy participating in educational webinars, collaborated with colleagues, and expanded our PPE (Personal Protective Equipment) inventory. Because of this, you will see some changes and we will have some new protocols when you come in for your next appointment. Some of these protocols may be temporary, and some may be a part of our new normal. We ask for you to review and support them, as they are being implemented to provide an additional level of safety for everyone.

What to do BEFORE you arrive:

- Wear a mask or face covering to your appointment (parents and children over 2 years of age).
- \* We will be taking your temperature with a forehead scanner to determine if you have a fever of 100.4 or higher. If you should feel poorly or have a temperature, we will reschedule your appointment.
- \* Our office will call you before your appointment to ask some screening questions. Please note if you are having symptoms related to COVID-19 we will not be able to see you in our office until cleared by your physician.

Arrival Protocol:

- Upon entering the office everyone will be asked to use hand sanitizer.
- The entrance door will be different from before and clearly marked with signage. Our staff member will meet you at the door and will scan your forehead for your temperature reading.
- You will be seated in your treatment room and the hygienist or assistant will review the COVID-19 screening questions and informed consent form with you.

- All patients (parents, children, caregivers) will be asked to wear a mask or face covering as they enter and exit treatment rooms.
- The reception area will no longer offer magazines, toys, etc. as these items are difficult to disinfect.
- To aid in social distancing, we encourage all parents, siblings and partners if at all possible to wait in their cars. Of course parents will be permitted to be with their children if desired.
- We also have hospital grade purifiers to aid in removing potential viral particles from the air throughout the office to ensure a higher level of safety for our patients.

Each patient will be charged a \$15 fee to cover the increase in costs for these procedures. We realize many people may be facing financial hardship and we have kept this fee to a minimum.

We want to thank you for your patience as we open our office for routine dental care. Our receptionists will be in touch with you soon. If you would like to speak to either Dr. Samuelson or Dr. White with questions or concerns please reach out.

Thank you in advance for your patience and understanding and we look forward to continuing to focus on your dental health.

Sincerely,

Les Samuelson DDS, Diane White DDS