

Covid-19 Update

Dear Patients,

We hope this letter finds you and your family in good health. Our communities have 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 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 and to follow the guidelines suggested by the American Dental Association (ADA). 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.
- Our office has been equipped with an Ultraviolet-C light sterilization system in our heating /cooling system. This is a hospital grade system for the safety of our patients and staff.
- 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.
- 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, as well as reduce the number of patients in the reception area at any one time.
- We are limiting access to the operatory to the patient only.
- Please do not just show up at our office without an appointment. Due to the current situation you will not be able to enter the building without a scheduled appointment.

We are currently reviewing each patient's treatment status and will start contacting patients directly for appointments as soon as we are able.

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.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Dr. Moore and staff