

5/1/20

Dear Patient Family Member:

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 is both safe and comfortable.

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 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 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.
- Magazines and children's toys for the time being will not be in the reception room. These items can be difficult to keep clean and disinfect after each patient's use.
- Every attempt will be made to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment. We have also removed some of the extra seating in our reception room.
- We will also request that you limit extra companions on your visit to our office to only essential people in order to reduce the number of people in the reception area.
- During this transition, your check out process might take longer, or you might be called for your appointment slightly after your appointment time. We will do what we can to avoid these wait times, but in order to ensure proper sterilization and precaution it might be unavoidable. We appreciate your patience during this 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.

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

Sincerely,

Dr. Chip and Karri Edwards