

05/06/2020

Dear Patient:

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 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 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. This may occur by phone or by electronic message. You may be re-asked screening questions once you are in the office.
- We have hand sanitizer available for your use at multiple locations in our office.
- Our waiting room is re-configured to allow distancing, and we no longer have toys or magazines available as they are difficult to disinfect. We also ask that you do not bring any companions with you to your appointment. They will be asked to wait in your vehicle during your appointment.
- We will do our best to schedule patients with enough spacing to reduce wait times between appointments to allow minimal interaction with other patients. You are encouraged to call us upon your arrival and if you choose, you can wait in your vehicle until we are ready to seat you.

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. You may call 608-837-5527 if you have any questions.

Thank you for being our patient. We value your trust and loyalty and we look forward to welcoming you back.

Sincerely,

RJ Carpenter and Staff