



# PENDLETON

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## FAMILY DENTAL & ORTHODONTICS

5/13/2020

Dear Pendleton Family Dental Patients,

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.

**OUR OFFICE WILL BE OPEN FOR URGENT DENTAL CARE STARTING THE WEEK OF MAY 18<sup>TH</sup>.**

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.

You may see some changes when it is time for your next 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. You'll be asked those same questions again when you are in the office.
- Please arrive at least 20 minutes prior to dental visit to allow time for pre-screening station, signatures for necessary dental consents and payments.
- Only the scheduled patient with a dental appointment will be seen. We advise that spouses, children, and other family members stay home for their safety as well as for our staff safety.
- If anyone in your family has experienced a fever/cough/cold or any symptoms related to COVID-19 we ask that you cancel and reschedule your dental appointment(s) 14 days out. **Patients will be screened prior to entry of the dental office.**

- **Wearing a mask** will be required to enter the dental office. Due to national shortage of Personal Protective Equipment, we will not be able to provide any masks or gloves to patients.
- **RESTROOMS will be closed to patients.** PLEASE use restroom prior to entering the dental office.
- You may see that our waiting room will no longer offer 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 your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one 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. To make an appointment, please call our office at office number or visit our website at web address.

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

Sincerely,

Pendleton Family Dental