



May 18, 2020

Dear 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.

Infection control has always been a top priority for our practice and you may have noticed this during your visits to our office. We want to share with you the infection control procedures we follow in our practice to keep our patients and team 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 to keep us 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 agency's recommendations.

You may see some changes at your next appointment.

For example:

- We ask that you call when you arrive for your appointment. We will contact you by phone to let you know that we are prepared to see you.
- We ask that your loved ones & companions remain outside the office during your treatment. Exceptions can be made for those patients requiring assistance to and from our dental office.
- We ask that you answer our Covid-19 screening questions located on our website. In addition, our office may communicate with you beforehand to ask some screening questions.
- We have hand sanitizer available for use when you enter the office. We will also be taking temperatures with touchless thermometers.
- Appointments will be managed to allow for social distancing between patients.
- Please wear a face mask into the office; one will be provided if needed.
- We have taken measures to reduce aerosols during treatment.
- Our high standards of disinfection have been extended beyond our treatment rooms to the rest of our facility.
- If you feel ill, please contact us and we will help with rescheduling your appointment.

- Additional PPE provided for team members when deemed appropriate. (Face shields, surgical caps, N95 masks)

Please remember that maintaining optimal oral hygiene is even more critical in times of stress or medical challenge. Periodontal disease is a chronic infection of the gums & surrounding tissue. There is a direct link to periodontal disease and certain medical conditions such as cardiovascular disease and high blood pressure. While there is no direct evidence connecting oral infection to COVID-19, we do know the highest number of coronavirus infections occurred with patients with complicated or underlying health conditions. Logic suggests that better oral health supports better general health including infection-fighting ability.

We're so confident that these measures ensure a safe and comfortable environment that we're here too!

We look forward to seeing you again and are happy to answer any questions you may have regarding the steps we taken 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 all our patients, neighbors and friends.

In Dental Excellence,

Dr. Bell and team