

Dear patient,

As the coronavirus (COVID-19) situation evolves, the safety of our patients and practice employees is of paramount importance. We're working hard to do everything we can to be prepared and address your concerns.

As your healthcare provider, we are doing everything we can to ensure the safety of our patients, staff and visitors. As such, we are:

- Continuously educating all Practice staff -- both clinical and non-clinical -- as this matter develops.
 - Continuous Educational updates include any communication by unbiased official guidance such as the Center for Disease Control (CDC), World Health Organization (WHO), and Occupational Safety and Health Administration (OSHA).
- Screening our patients -- both telephonically, when scheduling appointments, and in real time as soon as soon as they walk into the practice doors.
- Instructing our patients to self-screen for symptoms by displaying educational posters in our patient waiting area.
- In the event that symptoms are detected by either practice screening or patient self-screening, we are instructing all patients exhibiting symptoms associated with the coronavirus to reschedule their non-emergency dental appointments.
- Disinfecting common surfaces inside our practice common areas with even more frequency.
- We have partnered with infection control consultants to ensure we implement best practices. This includes promoting handwashing and healthy hygiene practices among our employees and patients. CDC-approved Posters regarding stopping the spread of germs and handwashing have now been displayed in common areas and practice restrooms.
- Finally, you should note that we have always taken our infection control and sterilizations procedures seriously. Patient and employee safety, sterilization, and infection control best practices has always been a top priority for our Practice. However, now, more than ever, we are even more cognizant of following best practices to ensure top health and safety in our clinical environment.

What should you do as a practice patient?

If you have recently traveled to areas where there are ongoing outbreaks of COVID-19 and develop fever with cough, shortness of breath or gastrointestinal issues within 14 days of your travel, or if you have had contact with someone who is suspected to have COVID-19, please stay home and call toll-free 1-866-460-1119. This number is available Monday through Friday between 7 a.m. and 7 p.m.

Lastly, here are some things you should know:

- **According to the CDC:** "For most of the American public, who are **unlikely to be exposed to this virus at this time**, the immediate **health risk from COVID-19 is considered low.**"
- The CDC is now recommending that anyone who has traveled to a Level 3 country – even if they don't have any symptoms – to self-isolate for 14 days. As of March 9, 2020, these countries include China, Iran, Italy and South Korea. Instructions for self-isolation are on the CDC website [here](#).

While our Practice is implementing these precautions, we are continuing to operate at our usual business hours to continue to provide you with the best dental care possible. We think this should give you a reason to smile!

Have additional questions about coronavirus? Visit the Centers for Disease Control [website](#).