

Good Morning,

I hope this letter finds you well. 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.

You may see some changes when it's time for your next appointment. We made these changes to help protect our patients and staff. *For example:*

- We ask that patients come alone for appointments (except where necessary for interpreters, guardians of minors, and others needing assistance)
- Please text or call when you arrive, and we will alert you when we are ready for you
- Our office will ask some screening questions when you are in the office.
- You will also find hand sanitizer in the reception area for you to use as needed.
- 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.
- We request that you remain masked until treatment begins.
- Appointments will be managed to allow for social distancing between patients.
- We will do our best 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 or email us.

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