

Dear Dental Family,

We hope you and your family are in good health. Our community has been through so much in the last few months and we continue to make history with each passing minute. All of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing remains the same: our commitment to your safety.

Infection control has always been a top priority for our practice and you have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it is 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 staff continues to keep up on the latest infection control procedures through continuing education as recommended by the American Dental Association (ADA), the U.S. Center for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the guidelines and regulations of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to ensure that our infection control procedures are current and adhere to each agencies' recommendations.

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.
- \* We will be taking each patient's temperature before treatment.
- \* We ask that you wear a mask before entering the office. If you don't have a mask, please let us know before entering the office by phone or knocking.
- \* We have hand sanitizer that we will ask you to use when you enter the office.
- \* We will no longer offer magazines in the waiting room as they are not possible to disinfect.
- \* Appointments will be managed to allow proper social distancing between patients. This may mean that you're offered fewer options for scheduling your appointment.
- \* We will allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the waiting room at any one time.

Brave new world and brave new times, but good infection control will help protect us all with just a few changes from before. We look forward to seeing you again and are happy to answer any questions you might have about the steps we take 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 our patients, neighbors and friends.

Yours in Health,

Dr. Brian Hanratty and his Amazing Staff