

COVID-19 SAFETY - WHAT TO EXPECT AT YOUR VISIT

To our Patients and Community:

We are now fully open again and providing full-service dental care - preventative, restorative, cosmetic, and emergencies!

It was hard not seeing valued patients like you and 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.

About our Safety Controls:

The safety of our patients, staff and community is a top priority for our practice as you may have already seen during your past visits to our office. We have always followed strict sterilization and infection control protocols and we always will. Our infection control processes are made so that when you receive care, it's both safe and comfortable.

During this time, you can rest assured that 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. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

What to Expect When Visiting Our Office:

You will see some COVID-19 related changes when it is time for your next appointment. Some of these changes may be inconvenient, and for that we ask for your understanding, but they are there to help protect our patients and staff. We apply these rules fairly to everyone:

- **BEFORE THE APPOINTMENT:**
 - Appointments are being scheduled to allow for social distancing between patients and to reduce the number of patients in the office at any one time.
 - We pre-screen everyone for symptoms of illness and will reschedule appointments if anyone poses a risk. Our office will communicate with you beforehand to ask some COVID-19 related screening questions. (You'll be asked if there have been any updates when you arrive for your appointment.)
 - Our staff is screened daily to ensure they don't pose a risk. We do not allow staff in the office who poses a risk. If we cannot safely staff your appointment then we will call you ahead of time to re-schedule and we will make every effort to see you as soon as possible.
 - Our office will try to get you any necessary paperwork ahead of time by e-mail. That way you'll be able to pull these documents yourself and complete them ahead of time to minimize any time spent dealing with this at the office. If there remains anything the needs signed, that information will be presented to you upon your arrival.

- NOTE: We disinfect all pens after use but you may feel more comfortable bringing your own pen.
- WHEN YOU ARRIVE:
 - We ask that you check in by phone, at 407-977-7797, to let us know when you've arrived.
 - We require that all patients or other visitors to our office remain in their vehicle until they are called for their appointment. The only persons allowed to wait in the waiting room will be those with special needs and in accordance with social distancing.
 - We ask patients make an effort to reduce the number of people visiting our office to just the patient themselves. Only the patient (and up to one guardian) will be allowed in the office. All others must remain outside of the office.
- WHEN YOU ENTER THE OFFICE
 - We have hand sanitizer that we will ask you to use when you enter the office. You will also find some around other places in the office for you to use as needed.
 - You may see that our waiting room no longer offers magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
 - We will take your temperature with a digital thermometer. We will reschedule any persons with signs of a fever.

Maintaining good oral health is important! We are here and ready to help:

If you had a scheduled appointment that was cancelled due to COVID-19 and you are now ready to reschedule, or if it's just been a while and you haven't been in for care, please give us a call at 407-977-7797 and we'll set an appointment.

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.

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

Sincerely,

Dr. Pamela Westmoreland