



DENTISTRY BY DESIGN

To our loyal patients,

We hope this letter finds you and your family healthy.

We have all been through a lot over the past few months, and we wanted to take this time to inform you of the changes you can expect from our office.

For those patients whose appointments were affected due to the mandated temporary shut-down, we will be contacting you to address this appointment.

If you have an upcoming appointment that was scheduled prior to the COVID-19 Pandemic, that appointment is subject to change. We will be contacting you regarding your appointment. Our confirmation texts/email will not be used. We require a "Verbal Confirmation" to ensure patient and team safety.

We take great pride in our infection control measures, and we are doing our best to keep all of you and our team healthy. Some aspects of your appointment will change:

- When we call to confirm your upcoming appointment, you will be asked a series of COVID-19 screening questions.
- We will remind you to bring a mask to your appointment. If you do not have a mask we will provide one for you.
- Please come alone to your appointment. If you are a parent and your child has an appointment, we will bring you into the clinic room with your child. If you have a care provider, we ask that they escort you to the office and have them return to their vehicle.
- To help maintain Social Distancing, we will no longer have a waiting room. When you arrive for your appointment, please stay in your car and call our office. We will repeat our COVID-19 screening at this time. Once your room is disinfected, we will contact you to enter our office safely.
- Upon reaching our door, we will greet you and take your temperature. Once it is verified to be normal you will proceed to the "Sanitation Area." This is located in our patient restroom. You will be asked to store your cell phone for the remainder of your visit and wash your hands.
- You will be escorted to your operatory where you will be given a mouth rinse and proceed with your scheduled appointment.

To maintain Social Distancing, we will be asking for pre-payment of your appointment, and your appointment check out will be done in the clinic room.

For those of you who may want to enter our office without a scheduled appointment, our front door will be locked. Please call ahead of your arrival and we will be happy to help you in an appropriate manner.

This is a major change for us and for you as our patients. It will limit some of the personal interaction that we love having with all of you. We ask for your compliance during this time, and appreciate your understanding. We hope in the near future we will be able to return to normalcy and this protocol may be relaxed.

Yours in dental health,
The Dentistry By Design Team