

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 everyone's safety and health.

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 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 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 agency's 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 will be asked those same questions again when you are in the office.
- If any patient or family members in the same household exhibit any signs of fever, cough, sore throat, loss of taste or smell or any symptoms similar to the cold/flu, please reschedule your appointment to another day. Anyone showing these signs, will be asked to reschedule.
- Once you arrive for your appointment, please remain in your car and call or text the office. We will call or text you when your provider is ready to see you.
- Please wash or sanitize your hands upon arrival and when leaving the office.
- You will see that our waiting room will no longer offer magazines and our seating will be limited. Please limit the number of family members or friends with you to your appointment. We recommend that one parent or guardian, one care giver or power attorney accompany our patients that are under 18 or require special assistance.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- We will continue to see same day emergency patients, but please call the office first so that we can provide you with the best time to be seen.

Our office will begin to open May 4th, 2020. Due to the current situation your upcoming appointment time/day may change. We will be in contact with every patient regarding your upcoming appointment. We understand that this may be an inconvenience and truly appreciate your patience.

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

Sincerely,
McNeely Family Dentistry