

Dear Patient:

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.

Our office follows infection control recommendations made by the American Dental Association (ADA), the US 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.

As of May 26, 2020 we will start scheduling our active patients. It will be a limited schedule so we can adhere to the recommendations proposed by the CDC. You can expect to be treated in a safe environment with extra precautions in place. You can expect to see some changes when it is time for your next appointment. We made these change to help protect our patients and staff.

- 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.
- When you arrive at the office CALL us at 262-723-3296. Please wait in your car and we will let you know when you can come into the building for your appointment.
- Only patients will be allowed in the building unless accompanying minor.
- Please no food or drink.
- We have hand sanitizer that we will ask you to use when you enter the office.
- Health and Temperature screening will take place for everyone who enters the building (including our staff and anyone accompanying the patient).
- Bathrooms will be closed unless an emergency arises - please use your home bathroom before you arrive.
- When finished with your treatment the next appointment will be made at the chair and sent to you via email. Appointment cards and oral hygiene supplies are no longer being distributed.
- Appointments will be managed to allow for social distancing between patients that might mean that you're offered fewer options when scheduling your appointment.
- We will do our best to allow greater time between to reduce waiting times for you, as well as to reduce the number of patients passing through the reception area at any one time.
- In order to minimize contact in person at the reception desk, we will request payments and appointments via phone, email or US mail.
- If you are accustomed to paying for your services at your appointment we will accept your prepayment via credit card over the phone or you may pre-write your check and bring along to your appointment. A receipt will be emailed to you.

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.

Sincerely,

Dr. Thomas and Staff