

We hope this note 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.

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.

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.

You will see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff.

- Our office will communicate with you beforehand to remotely ask some screening questions using text or email. You'll be asked those same questions again when you arrive at the office.
- Our staff is wearing enhanced PPE, which includes gowns, N95 face masks, and face shields for appropriate procedures. We have plexiglass guards at all front desks. Door handles, counter tops, common areas and restrooms are cleaned multiple times each day. All staff is COVID screened prior to work days.
- The office has installed multiple medical grade air purifiers throughout the building which run constantly.
- All patients are asked to call from their cars when they arrive, and will remain in their cars until their provider is ready for them. This is our virtual waiting room to prevent patient exposure to others.
- Temperature screening and review of a basic COVID questions will be done in the car.
- We are asking all patients to wear masks and use hand sanitizer or wash their hands as they enter the building. You will also find sanitizer in the reception area and other places in the office for you to use as needed.
- After your appointment is finished you will be escorted to the front desk to reduce exposure to other patients in the office.
- After each procedure each operatory is thoroughly wiped and sprayed with anti-bacterial and anti-viral solution, as we have always done.
- Appointments will be managed to allow for social distancing between patients, which may alter available appointment times.

- 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.

After being open for a few months now, the feedback from patients has been very positive! All patients have reported feeling safe and protected, and we are always open to new suggestions to make your experience better.

This is a difficult time for all patients and staff, and we are doing our best to protect our patients and staff. We hope that everyone will be patient and understanding as we all work through the time together.

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,

Paquette Family Dental Group