

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 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's 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 agencies' 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 may receive a text one day prior or a phone call from staff, please respond to this communication. You'll be asked those same questions again when you arrive at the office.
- We ask that you wait in your vehicle and call us when you arrive. One of our staff members will come out to your vehicle.
- Anyone entering the building must a face covering or mask.
- We prefer that only you, the patient enter the building. Parents of children and care givers are welcome, but whenever possible please limit the amount to people entering.
- You will see our reception area has changed. We no longer offer magazines, children's toys, and so forth since those items are difficult to disinfect. And we are limiting people in the reception area.
- Appointments will be managed to allow for social distancing between patients. That might mean you are offered fewer options when scheduling your appointment.
- We will do our best to allow greater time between patients to reduce the number of patients in common areas.

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. To make an appointment, please call our office at 978 342 5313.

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

Sincerely,

The team at the Dental Arts Center