

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.

Infection control has always been a top priority for East Troy Family Dental Center. When you receive your dental care, we want it to be both safe and comfortable. However, just for your review, here is our office protocol:

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 Health and Safety Administration (OSHA). We follow the activities of these agencies so 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 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.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're 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 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.

**Here are the questions we will ask you for your visit:**

- Do you/they have a fever or have you/they felt hot or feverish recently (14 - 21 days)?
- Are you/they having shortness of breath or other difficulties breathing?
- Do you/they have a cough?
- Any other flu-like symptoms, such as gastrointestinal upset, headache or fatigue?
- Have you/they experienced recent loss of taste or smell?
- Are you/they in contact with any COVID-19 positive patients?  
*Patients who are well but have a sick family member at home with COVID-19 should consider postponing elective treatment.*
- Is your/their age over 60?
- Do you/they have heart disease, lung disease, kidney disease, diabetes or any autoimmune disorders?
- Have you/they traveled in the past 14 days to any regions affected by COVID-19? (as relevant to your location)

**Positive responses to any of these would likely indicate a deeper discussion with the dentist before proceeding with the elective dental treatment.**