



## Amherst Dental Practice

540-667-8165

May 2020

To Our Valued Patients:

We hope this letter finds you and your family in good health! Our office is happy to announce we began seeing patients for their regularly scheduled appointments on Monday, May 4th. While many things have changed to ensure the safety of our patients and staff, we will continue to offer the same quality care you have come to expect over the last 30 years.

Infection control has always been a top priority for our practice, and we are proud to note we have always gone beyond what would be considered the minimum. Our infection control processes have been made with the recommendations of the ADA, CDC, and OSHA. We want to take a moment to share information with you about the infection control procedures we follow in our practice to keep everyone safe.

You may see some changes when it is time for your next appointment to help protect our patients and team. We are calling all patients at least one day before their appointment to answer screening questions provided by the ADA. Upon arrival to our office, we ask you to call us from your car so we may ask you the same questions, per the ADA. A team member will greet you and welcome you into the office. Your temperature will be taken with a touchless thermometer and you will be led to the restroom for you to wash your hands. We ask all patients and any person accompanying the patient to wear a mask up until treatment. If your temperature is 100.4+, we will reschedule your appointment at no charge to you. The entryway and restroom are cleaned after each use.

In the event the patient is under the age of 18, or is a patient with special circumstances, one guardian is permitted to accompany the patient into their appointment. Unfortunately, no other visitors are allowed into the building at this time. If the reception area is needed, the chairs are 6 feet apart, there are no magazines or toys, and we will no longer be able to offer refreshments.

You will notice our staff will be wearing more personal protective equipment than we have in the past, per guidance from the ADA and CDC. Each employee is screened twice a day for symptoms and temperatures. We have implemented Medical Grade HEPA Air Purifiers. We have a contact-less checkout process in place. This will allow you to use the card reader without a team member touching your card. Appointments will be managed to allow for social distancing between patients to reduce the total number of patients in the office at a time. If you have symptoms, are tested, or have confirmed COVID-19 results up to 14 days after your appointment, please notify our office.

We know you have had plenty to worry about during this challenging time. Our goal is to put you at ease, knowing we are applying every safety precaution possible. We look forward to seeing you again in our office. We are happy to answer any questions you may have about the steps we are taking to keep everyone safe when visiting our office. Thank you for being our patient. We value your trust and loyalty. We look forward to welcoming back our patients, neighbors, and friends.

Sincerely,

Dr. Gerald Brown and Team