



- **Appointments** We are opening back up to non-urgent dental care on Monday May 18. We will be following new scheduling protocols to make this re-opening as efficient as possible. We ask for your patience during this period as we have had to reschedule eight weeks' worth of appointments and have a lot of catching up to do for each one of our patients. During this time, we may not have the exact appointment you want available, so please be flexible.
- **Check-In** When you arrive for your appointment, please wait in your car and text or call the office to check in. We will text/call you back to let you know we have checked in your family and will text/call you again when we are ready for you to enter the office. By having families wait in their cars for their turn, we can ensure social distance.
- **Entry to office** we prefer that ONLY the patient that is being treated to enter our office, but if a parent/guardian would prefer to accompany the patient we request that it is only ONE individual. If your child is too young, know this does not apply to you. We ask that absolutely no other family members or friends enter our office. If possible, we would like only patients to come back into the clinical areas.
- **Screening** Every individual entering our office will be asked screening questions to assess for COVID19 risk factors and symptoms the day prior by the admin team, and again by the assistant upon arrival. Any answer indicating recent exposure to someone with COVID19 or having any related signs and symptoms will be rescheduled after the 14-day self-quarantine requirement.
- **Scheduling next appointment** after completion of the appointment, a team member will walk the patient to the reception desk to schedule the next visit. We will plan to set up the next appointment for each patient at a similar time of day as the appointment just attended, and you will receive a confirmation text/email regarding this time/date. If any changes need to be made, please contact our office by phone and we can reschedule.
- **Protocol** We will continue to follow the strictest disinfection and sterilization protocols, along with disinfecting commonly surfaces throughout the day. The social distancing guidelines will be maintained in our offices, and all treatment chairs are positioned 6-feet apart. Tooth-brushing stations will be used as hand-washing stations only, so we ask that you have your children brush before they arrive. We have removed all toys, magazines, and communal objects from our waiting room.

- **We miss you!** There is nothing we look forward to more than reconnecting with you! Please understand that we have to operate our practice a little differently right now to keep our patients and team safe. We can't wait until things get back to normal.
- **Team Safety** We have strict Stay at Home if Sick policy with our team and will be screening our staff. If any team member demonstrates any COVID19 symptoms, they will be sent home immediately.