

Despite our current situation with the Covid-19 Virus it is nearly impossible to put every part of our lives on hold. This includes necessary dental/medical treatment. I appreciate your flexibility during these times and just want to take this opportunity to spell out what to expect at your next visit. I will or have already scheduled you for an appointment to be seen to address your needs. Your assigned time is very important. If you arrive early, please wait in your car until your assigned time. Below are some bullets to be aware of.

- 1) There are 2 forms (Covid 2 and Covid 3 pdfs) specific to Informed Consent that the ADA is recommending for treatment during this time. Please fill both of these forms out BEFORE your visit.
- 2) At your scheduled visit there will only be myself, Kristen, and you in the office at a time. No guests please. If you have a driver they would be asked to wait in the car.
- 3) Obviously, it is important for you to communicate before your appointment if you have symptoms for ANY possible respiratory issue, this includes the common cold. If Kristen or I feel anything but 100% we will reschedule as well.
- 4) We will be taking your temperature before treatment.
- 5) There will be a note on the door with **STOP** and **GO**, written on it. You may enter the office if it says GO. If the sign reads STOP, please wait in the car until the previous patient is dismissed and we sterilize the office. We will then come get you.
- 6) Due to known national PPE shortages, Kristen and I will most likely be wearing 3M respirators, these are more effective than surgical masks and even N95 masks. They do however look rather intimidating. We may be wearing face shields as well.
- 7) On days where the weather permits, we will have fans reversed in the windows making a negative pressure environment, lowering the amount of possible aerosols. So bring a jacket if you get cold easily.
- 8) Our office Credit Card Processing has been suspended during the shutdown so all payments with need to be made via **Cash or Check**.
- 9) As always, we **WILL** file your dental insurance claims on your behalf. **HOWEVER**, payment for the service will need to be paid in full at the completion of the visit. Any checks or refunds from the insurance companies will be distributed promptly once they arrive. With it just being Kristen and I, we wont be able to accurately calculate what specific coverage the visit will be and give you the appropriate Co-Pay.

We are taking every step possible, sometimes over the top, to make the safest environment for everyone. Obviously, the risks are VERY low for any transmission but by acting with an abundance of caution we can feel comfortable that we are doing the right thing for the community as well as our patients. I will always be monitoring the level of activity of the virus locally. So things may change, and would reach out if they did so. I feel comfortable and safe providing you care in the way its spelled out here and appreciate your patience, flexibility as well as your compliance during this time. If we all do our part we will once again be living our normal lives again. Sooner than later I hope!