

5/14/2020

Dear Patient:

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 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 team 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 team. For example:

- Our office will communicate with you beforehand to ask some screening questions and to get your cell number. (You'll be asked those same health related questions again when you are in the office.) We will be keeping the outside door locked. Please arrive in the parking lot a couple of minutes before your scheduled appointment time and call the office (660)885-6911 when you arrive.
- We ask everyone to wait in their car and we will call you when your operatory has been prepared for you. You will be met at the front door by one of our team and let in the building. We will be checking temperature of everyone at the door and repeating the health questions. We ask that only the patient arrive at the door.
- We have hand sanitizer that we will ask you to use when you enter the reception area. You will also find some in other places in the office for you to use as needed.
- You may see that we 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. To make an appointment, please call our office at 660-885-6911 or visit our website at [contactus@groffdentalstudio.com](mailto:contactus@groffdentalstudio.com)

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

Sincerely,

Dr. Groff & Team