

To Our Loyal Patients,

We hope this letter finds you and your family in good health. Our community has been through a lot over the past 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 is both **SAFE** and **COMFORTABLE**. We want to tell you about the infection control procedures that we follow in our practice to keep everyone safe.

Our office strictly conforms to recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention(CDC) and the Ohio State Dental Board(OSDB). 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 agency's recommendations.

You are likely to see some changes when it is time for your next appointment. We made these changes to help 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 arrive for your appointment.
- Please call us from the parking lot and remain outside the office until we call or text you in.
- We encourage you to arrive and leave our office with a face covering(mask,bandana,scarf)
- Your temperature will be checked, hands sanitized and you will be asked to rinse with a mouthwash prior to being treated.
- Appointments will be managed to allow for physical distancing between patients.
- You may notice that our reception area will no longer have magazines, toys or any thing else that would be difficult to disinfect. The new waiting room of the COVID-19 era is your car.
- We will do our best to allow greater time between patients, to reduce waiting times for you.

We will be opening our office to answer calls and schedule appointments the week of May 4th 2020. Please be patient, as our scheduling will be based upon the availability of Personal Protective Equipment, that is still in short supply.

We look forward to seeing you again and are happy to answer any questions you may have regarding the steps we take to keep you, and every patient, **SAFE** in our practice. To make an appointment, please call our office at (513)829-5444 for Fairfield and (513)347-3001 for Bridgetown. You can also visit our website at pateldornheckerdds.com.

We value your trust and loyalty and look forward to welcoming back our patients!

Sincerely,
Dr. Patel, Dr. Dornhecker and Dental team