

CREEKSIDE CENTER FOR COMPREHENSIVE DENTISTRY COVID-19 PRECAUTIONARY MEASURES

To our wonderful family of patients:

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 staff 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, with additional attention given to the current concerns regarding COVID-19. 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 staff. For example:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- We ask you to kindly remain in your vehicle when you arrive. Please call the office upon arrival to be given instructions to enter. Our goal is to minimize the number of patients in the reception at one time.
- We kindly ask that all companions wait for the patients in their vehicles unless it is absolutely necessary to come in with the patient.

- Please wear your personal mask upon entering the office. You are more than welcome to bring your own hand sanitizer if you wish to.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Prior to the commencement of your appointment we will go through a screening process including a brief questionnaire and taking your temperature with a touch-less thermometer.
- On a daily basis our team members will be going through the same questionnaire and will have our temperature taken as well.
- You may notice all team members wearing additional PPE's (Personal Protective Equipment) for your safety as well as the safety of the team.
- 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 (707) 446-7701 or visit our website at www.smilesbycreekside.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,

Your team at Creekside Center For Comprehensive Care