

May 5, 2020

Dear Dental Family,

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 US 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 and adjust our practices accordingly.

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 will ask you to wear a mask when entering the premises much like is required now in many places. We have hand sanitizer that we will ask you to use when you enter the office as well.
- Everyone will have their temperature taken upon entering the office as they check in.
- You will see that our waiting room will no longer offer magazines or refreshments since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That may mean that you are offered fewer options for scheduling your appointment.
- You will be asked to wait in your car and not bring another person with you for your visit, unless you are a child and you may be accompanied by one parent. Only the patient being treated will be allowed back in the clinical area.
- 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 office at any one time.
- We will ask that you pay prior to being escorted back for your appointment after your temperature is taken and you have used the hand sanitizer.
- You will notice that our personal protective equipment has changed, and we will be more covered. Also, some of our hygiene procedures are slightly altered to better protect you.

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 or text our office at (864) 283-2838 or visit our website at www.sedental.com. We will be back in the office and beginning to schedule patients on May 18th. Please be patient with us and do not be discouraged if it takes a while to return your call. We will be inundated, but we value every patient of ours and are concerned for your health. Your call or text will be returned as soon as is possible.

Thank you for being a part of our dental family. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Linda W. Bridges, DDS and Team