

Dear Parkway Dental 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 strict 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. We do this to make sure that our infection control procedures are current and adhere to each agency's 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 that you please come prepared to have your temperature taken prior to dental appointment.
- Our office also ask that each patient arrive wearing a mask or facial covering for the safety of all our patients and staff.
- 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 as you need.
- Our waiting room has been modified to allow for proper social distancing, and we have removed all magazines, children's toys, etc since those items are difficult to clean and disinfect.
- Appointment times will be adjusted to allow for social distancing between patients. This may mean fewer available appointment times, or fewer options for scheduling your appointments.
- 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 (937) 435-9110.

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

Sincerely,

Parkway Dental Team