

May 15, 2020

We hope this letter finds you and your family in good health and spirits. Our community has been through a lot over the last few months and all of us are looking forward to a return to some normalcy. While many things have changed, our commitment to your health and safety has remained the same. We want to assure you that you are safe at Ridgeview Dental Group.

We have always followed the recommendations and guidelines made by the American Dental Association (ADA), the Centers for Disease Control (CDC), and the Occupational Safety and Health Administration (OSHA). Infection control has always been a top priority in our dental practice and, in light of the current covid-19 pandemic, we are taking additional precautions to ensure the safety of you and our staff. Some of the changes will be obvious to you while others will not.

Prior to your appointment, a questionnaire will be texted or emailed to you. You will be asked if you have a fever or flu-like symptoms, have traveled out of the state in the last 14 days, experienced a loss of taste and/or smell or have been in contact with someone known to be infected with the covid-19 virus in the last 14 days. If you can answer yes to any of these questions, we will kindly reschedule your appointment.

Every person entering the office will be expected to wear a face covering and will be asked to sanitize their hands immediately upon entry.

Your temperature will be taken upon arrival and you will be asked the screening questions again

Our reception area will no longer have magazines, children's toys, etc. as these items are difficult to clean and disinfect.

If there is not space enough in our reception area to maintain social distancing, we may ask you to wait in your car. We will call you when your room is ready.

All pediatric patients are accompanied by only one adult escort.

Noticeably fewer chairs to promote social distancing.

Clear plastic screens (sneeze guards) have been installed at the front desk to protect against airborne pathogens.

Novaerus air disinfection units will be in every treatment room to eliminate pathogens carried in aerosols.

Increased sanitizing of the areas, including the reception and front desk areas.

Finally, our doctors and staff will be using the Personal Protective Equipment recommended by the ADA to practice safely (this will be quite noticeable!).

We understand that these measures will seem excessive to some. These precautions are being mandated to us in order for us to open our doors again and we would ask for your patience and cooperation.

Dentistry today is facing some unique challenges and is needing to adapt to the current environment. As we open our doors again, we will be focused on providing care in a safe and comfortable manner. This will initially slow the practice and we ask that you please be patient. We will do our best to accommodate your scheduling needs as we know many of you are anxious to get back into our office.

Thank you for being a part of Ridgeview Dental Group. We value your trust and loyalty and are excited to see you again!

Ridgeview Dental Group