

As we begin the slow process of re-opening, we have updated some of our daily procedures. The State has begun to ease restriction on businesses, but we must still follow strict guidelines to see patients. One of those is to have the proper surplus supply of personal protective equipment, which we are working hard to acquire. We want you to be aware of some changes we have implemented to ensure the safety of our staff and all our patients.

In an effort to support national efforts to fight the COVID- 19 pandemic, our practice is taking the following steps to help assure your health and well-being and that of our community:

- We are following directives from the Centers for Disease Control and Prevention (CDC) to limit patient and staff exposure to this virus.
- Caseloads will be decreased, and appointment times lengthened to ensure social distancing of at least 6 feet is maintained between patients and among staff whenever possible. A staff member will be in touch to adjust appointments already on the schedule or reschedule appointments that had to be cancelled previously.
- **A maximum of 2 people will be allowed in the waiting area at one time. We kindly ask that you wait in your car until the waiting area clears or it is time for your appointment.**
- Our office will prioritize non-emergent and elective procedures based on whether their continued delay will have an adverse medical outcome for a patient.
- Routine surfaces/public contact points (i.e. Door handles, counters, chairs, benches, etc.) that patients may contact will receive extra care in disinfection throughout the day.
- All toys and reading materials will be temporarily removed from the waiting area. The prize tower area will be temporarily removed.
- **We are requesting that only the patient and guardian come into the office for their appointment and that masks be worn;** we will not provide a mask as we do not have a surplus supply.
- **We are requesting that all patients arrive on time for their appointments and remain in their car once they arrive. Please call the office to alert the front desk that you are here.** If you do not have a cell phone to call the office, then please knock on the door to notify us you have arrived and return to your car.
- After checking in, an office staff member will come outside to take your child back to the treatment area. We recommend waiting in the car while your child is in the treatment room. If you do accompany your child to the treatment area, we ask that you always maintain social distancing of at least six feet and wear a mask.
- You will be asked to use hand sanitizer immediately after entering the office.
- An enhanced health screening will take place prior to scheduling by phone as well as at the beginning of the appointment. Temperature checks will take place for both the parent and child.

We look forward to serving you!

Sincerely,

Your dental family at St Helens Pediatric Dentistry