

Dear Patients:

We hope this letter finds everyone healthy, happy, and preparing to ease back into regular routines. Our staff is beyond ready to get back to work and see everyone's smiles in person! This communication is to inform you of our intent to reopen on May 26, 2020. While many things have changed, one thing has remained the same: our commitment to your safety. We want to update you on our office and the steps we are taking to ensure we do everything possible to keep our patients and our team healthy.

While our office has been closed, our doctors and team have spent significant time and effort on researching the best practices to resume delivering dental care. Infection control has always been a top priority for our practice. 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. Please review this important information:

- We will take the temperatures of every team member, including your doctor, immediately upon their arrival each day. Any team member with a temperature of 100.4 degrees F or above will go home.
- We are rescheduling patients as quickly and efficiently as possible. We had to cancel over one thousand appointments during this closure, and we ask for your patience. **Please wait for our office to call you to reschedule your appointments.** We have an accurate and comprehensive list of every appointment canceled, including the day and time previously booked. Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment. We will also 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 one time.
- All appointments will be confirmed by phone and we will be asking COVID-19 screening questions. You will be asked the same questions again when you are in the office.
- When you arrive for your appointment, please stay in your car. Call our front desk at the following number upon your arrival: 608-873-7277 and we will inform you when we are ready for you to enter the office.

- Only the patient that is being treated will be allowed to enter the office. The exception to this will be for minor patients or patients with special needs. To respect social distancing, we ask that only one parent or caregiver accompany those patients.
- As you enter, your temperature will be taken by staff using a touchless thermometer. If your temp is at or above 100.4 degrees F, you will be asked to leave and contact your medical doctor for guidance.
- A simple questionnaire assessing your contacts, travel, and well-being will be asked of all persons entering the office. Any question indicating recent exposure to someone with COVID-19 or having signs and symptoms of the same will be asked to leave and contact their medical doctor for guidance. We will have you sign a second form acknowledging the risks of contracting COVID-19. These forms will be available on our website if you would like to complete them ahead of time and bring them with you.
- We will have hand sanitizer that we will ask you to use when you enter the office and please wear a mask if you have one available. You will notice that our team members will be wearing required personal protective equipment such as gloves, masks and face shields. You can expect our office to be cooler than usual due to the increased personal protective items our staff is required to wear. Please dress accordingly.
- You will see that our reception area has fewer chairs, no magazines, or toys/books for kids. We have also temporarily discontinued our coffee bar.

We are incredibly grateful to every one of our patients and look forward to seeing you again. We would ask for your patience and understanding during this transition time when we reopen. Please feel free to contact us at 608-873-7277 or visit our website with any questions you may have about the steps we take to keep you, our team, and every patient safe in our practice. We cannot wait to see you!

Sincerely,

Dr. Thor Anderson and Team

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