

May 23, 2020

Dear Patient:

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 a more normal set of habits and routines. While many things have changed, one thing has remained the same: our continued commitment to top notch care and 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 new infection control procedures we will 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 agencies' 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 COVID-19 screening questions. You'll be asked those questions again when you are in the office.
- You will be asked to call us at (360) 385-1140 when you arrive at the office, and to wait in your car until we invite you to come in. If you have a mask, please wear it to your appointment.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in other places in the office for you to use as needed.
- You will see that our waiting room will no longer offer magazines and books, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- 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 (360) 385-1140.

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

Sincerely,

Dr. James Cunnington and Team