

4/30/2020

Dear Patient Family:

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 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 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 screening questions. You'll be asked those same questions again when you are in the office.
- 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 for you to use as needed.
- In an effort to maintain social distancing, we will be implementing a **parking lot reception area protocol**. Please call us when you arrive and we will let you know when your treatment room is ready and will meet you at the door. We will ask you a few questions and take your temperature there. Only patients will be allowed in building with the exception of pediatric or escorted elderly. This will ensure minimal contact with other patients.
- Please bring dress appropriately for a cool environment and bring your own jacket or blanket.
- Our doctors and staff will also be screened daily to protect one another and our patients.
- When making an appointment, please take the covid 19 self-assessment questionnaire on this website. If you answer yes to any of the questions, please call our office to discuss if you can be safely treated.
- To date, the ADA is unaware of any COVID transmission from a dental office nationwide.
- We ask all patients to contact our office if any COVID symptoms are experienced in the 10-14 day period after visiting our office so that we may contact trace as necessary.
- Please make sure to complete all forms online before and take advantage of online payment options to reduce time in office.

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 817-645-2437 or 972-775-3192 or visit our website at www.longfamilydental.com.

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. Bob and Dr. Chris