Dental Services Update
Focusing on patient safety & satisfaction

Dear Dental Patient:

We hope this message 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 remains 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 designed so that we can provide you with safe, comfortable care. We want to tell you more about the infection control procedures we follow.

At Nevada Health Centers, 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 their activities 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 of these agencies' recommendations.

You may see some changes when it is time for your next appointment. We made these changes to help further protect our patients and staff. For example:

- Our office will communicate with you beforehand to ask some basic screening questions. You'll be asked these same questions again upon arrival and will also have your temperature taken. If you are exhibiting respiratory symptoms or have a temperature, we may ask you to reschedule your appointment for a later date.
- You must bring and wear a cloth or surgical mask to your appointment. Face masks help reduce the spread of infection and are mandatory for the protection of patients and staff. If you do not have a mask, one will be provided to you at the clinic entrance.
- We will continue to have hand sanitizer available and will ask you to use it when you enter the office.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment. Please be patient with our scheduling staff.
- Minors will be allowed to have one adult accompany them to their appointment. Adults in need of special assistance may also bring one accompanying adult; otherwise, if you have an appointment with us, please leave friends and family members at home.
- 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 our office 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 are taking to keep you safe in our practice. To make an appointment, please call our Elko office at **844.227.6867** or our Las Vegas office at **702.597.3898.** You may also visit our website, **nvhealthcenters.org,** for more information.

Thank you for being a valued patient of our practice. We appreciate your understanding and cooperation with our recent procedural restrictions. Please know we are working diligently to serve you and our community in the most comprehensive and efficient way possible.

Sincerely,

The Nevada Health Centers Dental Team

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