

# Urgent Services Open and Elective Procedures to Resume

We miss working together and seeing our wonderful patients every day! We continue to operate every day and are open for urgent dental care. We are now preparing for elective procedures and appointments. Our team has fine tuned protocols during this time to provide the same level of care you've grown accustomed. Some of these protocols include but are not limited to enhanced sanitation, careful social distancing and Text2Chair options.

## Waiting Room Social Distancing

We have reduced waiting room occupancy. You are always welcome inside our waiting room. You may also call or text us from your car or lobby when you are ready. **Click here to learn more about our Text2Chair protocol.**

We ask you to observe our One Patient/One Guardian policy. We kindly ask that you leave any unscheduled siblings and family members at home during your appointment. This will allow all patients ample space during your visit. We are also offering FamilyBlock times, ask us for special appointments for your entire family.

We understand circumstances can arise, and that childcare can be complicated at times. Please give us a call prior to your appointment if you need an exception.

## Continued Cleanliness

We have always taken infection control seriously, and have been above standard. Keeping our patient areas has always been one of our top priorities and comes naturally. Our team continues to wear personal protective equipment (PPE) at all times and sanitize common areas such as the waiting room every hour. Our team is updated and trained to the most current OSHA and CDC guidelines. We regret not being able to greet you with the typical hug and handshake. Air High Fives are still ok!

We are regularly screening employee and patient body temperature as part of our daily protocol. As many of you know, PPE is currently limited. We ask our patients to bring their own face masks should you need. All patients are also screened prior to appointments.

## Reserved Appointment Times

We have adjusted our schedules to minimize waiting room interactions. Your time is very valuable and we look forward to seeing you. With our backlog of patients and limited schedule, we are doing our best to get everyone seen in a timely manner. We know how ready you are to get back "on track". We have had an elevated number of calls this last week either for appointments or emerging dental concerns. We will be prioritizing overdue patients and urgent services and continue to review charts daily. Please cancel your appointment with 24 hours advance notice. Cancellation fees will be observed for same day cancellations and no shows. We know how eager all of our patients are to get back to optimal health and we want to ensure no appointment times are wasted. Thank you for your help.

## What else is new?

- Our teams continue to meet and are hard at work.
- Check our website regularly as we continue to add exciting changes.
- Online TeleDentistry - New virtual consults to help save you time.
- 24hr access coming soon - Live help chat
- Dental Membership Plan - Affordable options for continued high quality care
- New Patients - We are available for neighbors, friends and family who are without care at this time.