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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 many 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.

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

- Our office will communicate with you before your appointment to ask some screening questions. You'll be asked those same questions again when you are in the office.
- Please arrive to your appointment in a mask. We have hand sanitizer that we will ask you to use upon entering the office. You will also find it throughout the common areas for your use as needed. Your temperature will be taken, and you'll be asked to use a mouth rinse prior to your procedure.
- You will notice that our waiting room will no longer offer magazines, children's toys and so forth, as 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. Please also be aware of social distancing within the office. There are markings throughout the office to serve as reminders.
- 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 at 360-876-6211 or visit our website at www.skfamilydental.biz.

We will be updating our facebook page as we receive more guidance about reopening. We plan to resume normal operations by June 1st and only seeing urgent and emergency dental appointments until that time. If you had an appointment between March 18th and June 1st, our office will be contacting you to reschedule your appointment.

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

Sincerely,

Drs. Bock, Hutchinson, McClellan and our Team