

6/23/2020

To Our Valued Dental 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 takes pride in our infection control which has always followed 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, and asked to sign the form.
- 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.
- Please arrive wearing a face mask or face covering and please NO gloves in the office.
- We are limiting the use of the waiting room. Please stay in your car when you arrive and a staff member will come to you. You will be screened in your car and have your temperature taken and then someone will come get you when we are ready to seat you in the treatment room.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- All of our staff is temperature and health screened daily and you will notice that we will be wearing more protective gear during your procedures.
- We have ordered Surgically Clean Air units for the entire office. These units will be used to filter and sterilize the air. They are expected to be delivered within the next couple of weeks. Until then all operatories have vent fans in the windows.

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 603-643-4362 or visit our website at [Hanoverroaddental.com](http://Hanoverroaddental.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. Sanders & Dr. Munsey and Staff