

Dear Valued Patient:

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 health and safety.

We are excited to announce that we will be opening the practice next week to all patients. In order to provide you care in a safe and comfortable environment, new protocols and additional safeguards have been put in place due to the COVID-19 pandemic.

Infection control is a top priority for our practice, and we have 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 regularly 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. As we navigate through this pandemic, we have put their current recommendations in place.

Here are the changes we have made to create the safest environment for patients and staff:

- Our office will communicate with you via phone prior to your appointment to ask some screening questions. You'll be asked those same questions again when you come in for your appointment.
- We have hand sanitizer that we will ask you to use when you enter the office. Your temperature will be taken at this time as well. Additional sanitizer will be placed throughout the office for you to use as needed.
- Our waiting room will no longer offer magazines and children's toys since those items are difficult to clean and disinfect.
- Patient appointments have been appropriately scheduled to allow for social distancing between patients, which may lead to fewer available appointment times.
- We will be asking patients to wait in their vehicles and we will text or call you when your room and provider are ready for you.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as reduce the number of patients in the reception area at any one time.
- In addition to minimizing the use of high speed instruments during your cleaning, we are also installing medical-grade air purifiers and using high speed evacuation systems to help keep you and our team as safe as possible.
- Our providers will be wearing additional protective equipment.

Through these challenges, we have gained an even greater appreciation for you, our patients, and we are committed to keeping you safe while you are in our hands. Thank you for being part of our Waterhouse family. We look forward to seeing you again and are happy to answer any questions you may have about the steps we have taken to keep you, and every patient, safe in our practice. To make an appointment or reschedule your previously cancelled appointment, please call our office at (503) 614-0454 or email us at [waterhousefamilydental@gmail.com](mailto:waterhousefamilydental@gmail.com).

Sincerely,

Dr. Rask and the entire Waterhouse Family Dental Team