May 18, 2020

Mrs. Mary Smith

1000 Penny Lane

Nowheresville, RI 00000

Dear Mary,

We sincerely hope this letter finds you in good health and in good spirits. We have all been living in an extraordinary time these last few months and we’ve had to navigate new and sometimes difficult circumstances. Many of our daily routines have changed, but throughout all of these changes, our focus remains the same: Our commitment to your health and safety.

You can rest assured that our office is utilizing every protocol to keep both you, our valued patient, and our staff safe and protected. Below you’ll find a list of steps we are taking to do just that. At this time, we are providing only procedures that are safe and are choosing not to carry out procedures that have the potential to spread infection.

If you have any additional questions or concerns, we urge you to call our office. We would be happy to talk to you. Please call us at (561) 000-0000 or if you prefer to email us, contact us as [toothdoc@gmail.com](mailto:toothdoc@gmail.com).

It is our privilege to be your dental care provider. We don’t take your trust and loyalty lightly. Your well-being is our number one goal.

Sincerely,

Dr. XXXXXXXXX

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. 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.
* 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.
* You may see that our waiting room will no longer offer magazines, children’s toys and so forth, since 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.
* 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.