Patient Name

Street Address

City,State Zip

DearPatient: (Use first name, if appropriate)

We hope this letter finds you and your family in good health in this most difficult of times. All of us have been through a lot over the last few months, and all of us are anxious about the welfare of our loved ones and our community. Like your family, our staff has faced many problems during lockdown and are looking forward to resuming our normal habits and routines. We are concerned about those who have not been fortunate during the pandemic and staff have (mention donations, volunteering, and other positive activities taken by staff). While many things have changed, one thing has remained the same: our commitment to your dental health and your safety.

The emphasis in our dental practice has always been safety. Precautions for COVID-19 will mean a new level of protection. We are well prepared, making your next appointment as safe as it has always been. The steps we are taking are specified on the next page. At this time, we are providing only procedures that are safe and not using procedures that could spread infection. The details of our services are on the next page as well.

We will send you additional information about what has changed and how we will protect your health as the details become clearer.

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 contact us (call and/or email). To make an appointment or to talk to us about what is involved in your initial return appointment, please call our office at (office number). Also, visit our updated website at web address.

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

Sincerely,

Dentist and Team

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.