

5/11/2020

Dear 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 look 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. As always, our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA) and the Washington Industrial Safety and Health Act (WISHA

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 ask you COVID symptom screening questions before we schedule you.
- **We will not schedule patients with symptoms of COVID-19.**
- We ask that patients use hand sanitizer or wash their hands immediately upon entry to the office. We also will take your temperature upon entry.
- **Please bring your own mask to wear in the building** until you are in your treatment room to cover any potential coughs or sneezes. We expect to drop this requirement in the future, but for today, please wear a mask to the office.
- Only patients and necessary caregivers will be allowed into the building. We ask other visitors to wait in their cars.
- You may see that our waiting room will no longer offer magazines and that most of the children's toys and so forth, since those items are difficult to clean and disinfect. We have kept some hard-surface toys that will be cleaned after use.
- Appointments will be managed to allow for social distancing between patients.

Please remember that the information available and therefore **recommendations are changing daily.**

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 253-735-1106 or visit our website at www.cookfamilydds.com.

Thank you for your loyalty. We value your trust and loyalty and look forward to welcoming you back.

Sincerely,

Dr. Cook and Team