

Dear Patient:

We hope this letter finds you and your family in good health. Our community has been through a lot over the past few months, with daily changes due to Covid-19 and all of us are looking forward to resuming our new normal. While many things have changed, one thing that will remain the same is our teams commitment to our patients and their safety.

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.

Our infection control processes are made so that when you receive care it is both safe and comfortable. We want to let you know that you will see some changes when it is time for your next appointment. We made these changes to help protect our patients and team. For example:

- Our office will communicate with you by phone. You will be asked to fill out paperwork that you will get from our website([pamelaasseffdds.com](http://pamelaasseffdds.com)):
- You are required to come with a mask(cloth is acceptable). When you arrive in the parking lot, call our office, a team member will come to meet you for the screening process and take your temperature.
- Throughout the office we have hand sanitizer stations offered and we encourage you to use them.
- We have medical grade HEPA air filtration to reduce dental aerosols, proper PPE for team members, and follow all social distance guidelines to protect patients and team members while in our office at all times.
- Our reception area no longer offers magazines, children's toys or books, and so forth, since these are difficult to clean and disinfect. No one is allowed in the reception area unless accompanying a minor or special needs adult and they are required to wear a mask.
- Our hours will be adjusted to allow time for proper disinfection and staggering of patients for proper social distancing.

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 502 -493-4154 or visit our website [pamelaasseffdds.com](http://pamelaasseffdds.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,

Pamela J Asseff and Team