

To Our Dental Group West Patients,

As we navigate through this pandemic, we want to inform you of steps we are taking to mitigate the transmission of COVID-19. As always, we continue to follow strict safety precautions recommended by the Centers for Disease Control and Prevention.

Starting May 1<sup>st</sup>, we will be open for our regular business hours and will be ready to meet all of your dental needs. New safety protocols have been instituted to ensure both you and our team are safe. With all of this in mind, we kindly ask you to reschedule your appointment if you are sick, have recently traveled, or have been exposed to anyone who is sick. Please contact us and we will be happy to accommodate you. There will be no penalty charge under these circumstances.

What to expect when you arrive for your scheduled appointment :

**WHEN YOU ARRIVE** - Upon arrival, please remain in your vehicle and call our receptionist at 419-539-2168. When we are ready, we will call you back and meet you at the front door. We will utilize a contactless thermometer to check your temperature. Of course, if you have a fever, we will ask you to reschedule.

**LIMITED CONTACT WITH OTHERS** - We have adjusted our schedule in order to limit the number of patients in the office at one time. This will honor the CDC social distancing guidelines.

**DURING YOUR APPOINTMENT** – The doctors and staff will be wearing the federally mandated array of personal protection for your safety and ours. This includes eye protection, a mask, gloves and appropriate scrubs. We have intensified our disinfection protocols for the entire office. Treatment room disinfection and sterilization protocols will be strictly adhered to.

We appreciate your understanding and support during these unusual times. Monitoring of CDC guidelines as well as the Ohio State Dental Board recommendations is ongoing.

We look forward to seeing you all again soon! Stay healthy and well.

The Doctors and team at Dental Group West