



May 12, 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 are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: **our commitment to your safety!**

We will begin seeing patients on **Monday, June 1st, 2020**. Unfortunately, we had over 1,000 appointments that were cancelled due to stay at home orders, so please be patient with us as we work on rescheduling everyone as fairly as possible. We will prioritize patients with the most urgent needs and the emergency situations that were handled on a temporary basis during the closure. We understand that this is going to be an inconvenience for everyone. Please remember that we are trying to take care of everyone's dental needs while also keeping in mind the health and safety of patients, staff members, and the community at large.

Due to shortages in PPE and the need to limit the number of patients in the office at the same time, we will not be able to practice at full capacity. We will extend our hours to try to accommodate patients in a timely manner; however, with the new guidelines for social distancing, please keep in mind that we will have less appointments available and some existing appointments will need to be changed to follow the new guidelines.

Infection control has always been a top priority for Lincoln Way Family Dental as many of you may have noticed during your visits to our office. Our infection control processes are made so that when you receive care, it is both safe and comfortable. We'd like to outline how we will continue to keep our patients and staff safe during upcoming visits.

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.

You will 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 call you the day before your scheduled visit to confirm your appointment, ask screening questions and update your medical history. Payment for the patient portion of your upcoming services will also be collected during this call. These measures will help limit contact with staff while in the office.
- Upon arrival for your appointment, we ask that you remain in your vehicle and call or text the office at (815) 469-4009 to let us know that you have arrived.
- Please come to your appointment alone or with only one caregiver whenever possible.
- One of our team members will greet you at the door, take your temperature and review the medical screening again before entering the office.



- We ask that you wear a mask when entering the office and keep the mask on until you are in the treatment room. We will provide a mask at the door if you do not have one or forget yours.
- You will be asked to use hand sanitizer upon entering the office. We will have sanitizer available in the reception area as well as throughout the office for your convenience.
- You may see that our waiting room will no longer offer magazines, books, and children's toys, 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 are offered fewer options for scheduling your appointment. Most existing appointments in the upcoming months will need to be rescheduled in order to follow these new guidelines.
- 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.
- We ask that if anyone is feeling symptoms such as fever, chills, cough, sore throat, or any other symptom that is out of the ordinary, please call our office to reschedule.

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 (815) 469-4009 or visit our website at www.lincolnwayfamilydental.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,

Dr. Davis & Team