

To Our Valued Patients:

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 the highest levels of 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 closely monitor and follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

Infection control has always been a top priority for our practice and you have seen this during your visits to our office. We undertake all of our infection control processes so that when you receive care, it is both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep our patients and our staff safe.

You will notice some changes when it is time for your next appointment. We have made these changes during the COVID 19 pandemic to protect our patients and our staff to the highest levels.

For example:

- Our office will communicate with you beforehand to ask some screening questions. You will be asked those same questions again when you are in the office.
- Entry into the office will be limited to the patient being treated - unless it is a minor or someone requiring special assistance. Any escorts must also answer the screening questionnaire.
- A face mask will be required to be worn at all times, unless during treatment.
- Upon arrival, please call our office and wait in your car. We will call or text you when you may approach the door, where a staff member will greet you and escort you into the office.
- We will be taking your temperature with a touchless scanning thermometer.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find sanitizer in other places in the office for you to use as needed.
- You will see that our waiting room will be limited use only. We will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be thoughtfully managed to allow for social distancing between patients and reduce the number of people in the office at any one time.

We truly look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, every patient, and every employee, safe in our practice.

We will be in touch with you shortly to follow up on emergency care, or if your appointment was cancelled or rescheduled due to our office closure. For further information, please visit our website at www.cosmeticdentistryconnecticut.com

THANK YOU for being our patient. It is our honor and privilege to be able to serve you. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Most Sincerely,

Drs. Hadden, Whidden, Sudhoff and Team