

May 19, 2020

Dear Valued 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. We are happy to announce that North Olympic Healthcare Network Dental Clinic has re-opened as of Tuesday May 19th. We will be providing all our normal dental care including, most dental treatments and dental procedures, with the exception of cleanings and hygiene. We anticipate our hygiene services will be coming back over the next several weeks.

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. Our infection control processes are followed so that when you receive care, it's both safe and comfortable. Our clinic 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).

When you come in for your next appointment you will see that we made changes to help protect our patients and staff. For example:

- *Every person is screened before they are allowed to enter our facilities. This includes asking specific symptom screening questions and taking temperatures. Anyone that is symptomatic with COVID-like symptoms is kept out of the building and further assessed by a nurse.*
- *We are limiting visitors and also limiting those who may accompany a patient to an appointment, unless that person is a needed care giver.*
- *We have modified the lobby and check-in areas to ensure we keep the appropriate social distancing to minimize close contact.*
- *All clinical and dental staff wear the appropriate PPE (Personal Protective Equipment) to ensure proper safety and infection control when treating patients.*
- *If patients choose, we have masks available that a patient may wear while in our facilities.*

We look forward to seeing you 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 schedule your dental appointment, please call our office at 360/912-6759. This is a NEW NUMBER for us, so please update our contact number where necessary.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

North Olympic Healthcare Network Dental Team