

To all existing and future patients of REDD Family Dentistry, 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 more normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety. With enhanced protection and new protocol, we slowly reopened our practice on Monday, May 11, 2020.

Dentists have been practicing infection control for over 30 years. Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Center for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We want to tell you more about the infection control procedures we follow and the extra precautions we are taking in our practice to keep patients and staff safe:

BEFORE YOUR APPOINTMENT

- We request for you to complete and update your patient forms before coming to your appointment by going to www.drtdredd.com and choosing Patient Menu, Patient Registration, enter your name and appointment date. You may also create a patient login at our website for access to your online account by choosing Patient Menu, Patient Login, then Sign Up for an account. (It may take up to 48 hours for new accounts to be confirmed). This protects you and lessens your exposure by limiting your time in the office.
- We will be limiting the number of patients in the office and appointments will be spread out appropriately. The door will be locked to limit access so all patients are personally escorted by a team member.
- You are to provide your own face covering to be worn at all times outside of actual dental treatment.
- You are requested to take and record your temperature the night before and morning of your Dental appointment and have available for a team member to record in your patient file.
- If you or anyone in your family has flu-like symptoms (cough, fever, shortness of breath, fatigue, aches/pains, loss of smell or taste, headaches, etc.) within the last 72 hours and/or has been in contact with a person testing positive for COVID-19, PLEASE DO NOT COME TO OUR OFFICE! Simply call and reschedule your appointment.
- You are requested to wear clothing covering your arms and legs. The office temperature will be lowered, therefore, it is recommended for you to bring a jacket and/or throw with you.
- We have invested in a new feature for our HVAC system throughout the entire office space called Ultravation UVC-Advantage. It is a dual function system that combines a UV light and a Photocatalytic (PCO) Air Purifier module to kill germs, viruses including coronavirus and SARS as well as spores, mold, etc. For more information, click here: https://www.ultravation.com/product-literature/pdf/Ultravation-UVC-Advantage_UV-Brochure.pdf
- All payments will be contactless for your own safety. Our office will collect any necessary co-payments via secure online payment or phone payment via credit or debit card prior to the actual appointment. You may also securely store a card on file which can be used with your consent to remit payment.

ON THE DAY OF YOUR APPOINTMENT

- When arriving for your appointment, please park in a numbered space directly in front of the office and **REMAIN IN YOUR CAR**. Once parked, please text (336) 585-8099 with the number on the parking sign, the patient's name and make/model of your vehicle. A team member can greet you at your vehicle and record your temperature and ask you a series of screening questions. If your temperature reading is not elevated (reads 99.6 or less) a team member can escort the patient directly to a treatment room. Please do not attempt to enter the office unaccompanied. The office door will remain locked.
- **Only the patient is allowed in the office during scheduled appointment time.** All parents of minor patients as well as non-patients must stay in the car for the duration of the appointment; it is important to remain on the premises. Other minor children who may also have an appointment must remain in the car until their specific appointment time. For any patient who absolutely must have a companion, please notify us before the appointment. All companions will be required to provide their own mask, complete the COVID-19 consent form and respond to screening questions.

- Once you enter/the patient enters the office, you are /the patient is requested to use hand sanitizer immediately. All team members will be wearing appropriate protective gear.
- The reception room and public areas will not be used. All magazines have been removed and all patients must remain in the treatment chair during their appointment. The bathroom will be used for emergencies only.
- At the completion of the appointment, any minor patient will be escorted out to the car without stopping at the front desk and without contacting public surfaces. You will then receive a phone call giving you an opportunity to speak to someone and schedule additional appointments.

We sincerely appreciate your patience with the new protocols. During these uncertain times, we realize dental visits may feel more deliberate and focused. Patient dental health and medical safety remain the top priority as we navigate these new challenges. We will continue to show our usual warmth, compassion and technological standards that you have come to expect and appreciate over the last 20 years. Our objective has always been to provide the highest quality dental services in a holistic environment while increasing patient knowledge, confidence and education through positive reinforcement.

We look forward to seeing you again. We will work diligently to answer any questions you may have regarding the new safety procedures. To make an appointment, please call our office at 336-286-2400 or visit our website at www.drtdredd.com.

Thank you for being our patient. We value your trust and loyalty and look forward to serving you.