

MAY 8, 2020

LOVE DENTISTRY

A MESSAGE FROM OUR TEAM

**Office Updates
following COVID-19
Closure**

TO OUR VALUED PATIENTS

We hope this letter finds you and your loved ones well. Although we have all experienced many changes in our lives recently, one thing that remains the same is our team's commitment to your health and safety.

At Love Dentistry, we do our best to align our behaviors with our core values: to be ethical, respectful, always growing and to put our community before ourselves. To be in alignment with those values, a safe environment is the only way to provide dentistry for you. Our office follows and stays current with all 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 care about you and want you to rest assured that we are taking every measure to ensure your safety.

Although deeply saddened by the negative impacts of COVID, we are also thankful for the opportunity to improve our infection control practices. At your next visit, you will notice changes we have made to protect our patients and team. Here is what to expect:

- Our team will be contacting you within 48 hours of your appointment for a brief wellness screening. If you have been feeling ill, please refrain from visiting us for 14 days after symptoms cease.
- Parking lot check in. Text or call our office when you arrive. One of our team members will meet you at your vehicle for a health screening. Your temperature will be taken, and you will be provided with a mask and hand sanitizer prior to entering the office.
- Appointments will be managed to allow for social distancing between patients.
- To limit exposure, we ask that you visit us alone. If you must be accompanied, we request that friends and family members please wait in the car.
- Contactless HIPAA compliant communication such as online scheduling and text payments.
- Air purifying equipment and aerosol-capturing systems (to arrive Mid-June).

We are excited to announce that we are re-opening for in-office visits May 26th. We are starting with urgent care (e.g. crown seats, occlusal guard deliveries, limited exams). Your dental team is currently working hard to reach those of you who missed appointments during this temporary closure to prioritize any pressing dental needs you may have. Those of you who were scheduled for “routine” care and do not have concerns, you will receive a text and email link to schedule online at your convenience.

Because aerosol-capturing systems are currently in high demand, we are expecting their arrival Mid-June (hopefully earlier). This means we will open our schedule to aerosol-producing procedures once we feel they can be accomplished safely.

- Please do not hesitate to contact us for special circumstances, questions and concerns. Call or Text 360-752-1600 or Email info@love-dentistry.com
- Follow us on Facebook and Instagram to see our new infection control procedures and scheduling updates.

In alignment with our values, it is important to us that we provide our patients with the safest possible dental care. Stay healthy and we can't wait to see you!

Dr. Aimee, Dr. Luke
Belle, Michael, Holly, Jamie, Kailly, Susana, Stacy,
Colleen & Mary

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