



Dear patients and friends,

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 have been closely following the guidance from the State of Georgia's Governor concerning COVID-19, the current health mandates, and our ability to reopen the practice.

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 made so that when you receive care, it is both safe and comfortable.

Our office follows infection control recommendations made by the American Dental Association, the U.S. Centers for Disease Control and Prevention and the Occupational Safety and Health Administration. We follow the activities of these agencies so that we are up to date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

**On Monday, May 11th, 2020, we will resume normal business hours on Monday – Thursday.**

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff.

We will be operating at a reduced capacity and adding additional time between patients to account for the increased work to sterilize the office. Unfortunately, some appointments will still need to be canceled. We will reach out as soon as possible to confirm your appointment.

Our office will communicate with you before your appointment to ask some screening questions. You will be asked those same questions again when you are in the office. We value you as patients and take your oral and overall health seriously. **If you are ill (or have been during the past 2 weeks), currently have a cough, or have been in direct contact with anyone exhibiting such symptoms, we would kindly ask that you not come into the office.**

In order to reduce the number of people in the office at once, our waiting room is currently closed. Upon arrival, please wait in your vehicle and call our office. We will bring any necessary forms to your vehicle. We will be taking your temperature and pulse oximetry. When we are ready to seat you, we will call you and ask you to come inside. We request that only the scheduled patient (and guardian, if applicable) come to



the appointment. We are using universal masking precautions and would ask that you wear one to the appointment. Additionally, please adhere to physical distancing of six feet between people whenever possible.

If you had an appointment that was cancelled due to COVID-19, we will contact you as openings in the schedule arise. You are also encouraged to call the office to reschedule your appointment. Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment. Thank you for your understanding and patience.

We will be taking all the recommended precautions to treat you and your family, but if you feel uncomfortable being seen currently, we are happy to remove you from the schedule or reschedule you for a later date.

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.

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

Sincerely,

W. Palmer Westmoreland, DMD

Westmoreland Family Dentistry