

May 13, 2020

Dear Patient:

I hope that this letter finds you and your family to be in good health. Our community has been through a lot over the last few months, all of us are looking forward to resuming our normal routines. My staff and I are pleased to announce the return to our normal office hours on Monday, May 18. While many things have changed since mid-March, 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 designed so that when you receive care, it's both safe and comfortable. I want to tell you about the infection control procedures we are following in our practice to keep patients and staff safe.

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 are a heavily regulated profession, and yet our practice exceeds recommendations where a safety benefit may be gained. We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

You will see some changes when it is time for your next appointment. These changes have been made to help protect our patients and staff. Some are listed below:

- We will begin calling to reschedule appointments which were previously booked during the office closure dates of March 16, 2020 through May 14, 2020. You are welcome to call if you would like. Please do call if you are experiencing any problems. We will be available to receive your calls at **540-721-3800** for routine matters as of 8:00 am Monday May 18, 2020. Until then, for *emergencies only*, please continue to use 540-300-4554.
- Our office will communicate with you, by telephone, before your next appointment to ask some screening questions. You will be asked the same questions again when you arrive for your appointment. Please download, complete and bring the following forms to your appointment. The forms may be found on our website www.lakedentist.com. Go to the Patient Info bar > Patient Forms> select both: "COVID-19 Questionnaire" and "Health History Questionnaire". We will ask for your credit card information during the initial phone call, in order to streamline patient flow and maintain social distancing for the day of your appointment.
- Please arrive 15 minutes prior to your appointment time, **remain in your car and call 540-721-3800**. One of our team members will greet you at your car, and will present you with a medical history questionnaire and COVID19 form to complete, if you have not already done so. The checklist, from the earlier phone call, will be reviewed with you. Your temperature will be taken with a touchless thermometer, and your blood oxygen saturation will be measured. If you do not have your own mask, we will provide one for you.
- We ask you to leave everything in your car, including purses. Walking aids, cell phones, and keys are all that you may bring. Please keep in mind that you will be escorted from your car to the dental chair, and back to your car at the completion of your appointment. Our waiting room is

closed down, so anyone accompanying you should wait in the car. Parents of small children, who wish to accompany their child may do so, and will be prepared with PPE precautions. We just ask that you do not bring additional children into the office.

- In order to reduce the spreading of droplets and aerosols, I am asking anyone with seasonal allergies to premedicate with antihistamines and decongestants to reduce post nasal drip and coughing.

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. To make an appointment, please call our office at 540-721-3800.

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

Sincerely,

Dr. Bryan G. Sicher and Team