



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 are currently busy working on many changes to our office protocols and procedures which will allow us to safely reopen and start seeing patients on Tuesday, May 19th -when the current order closing dental offices expires. Please be aware this date may change and we will keep you posted.

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's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe. The safety of our patients, staff, families, and our community is our number 1 priority.

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 Washington Industrial Safety and Health Act (WISHA). 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 agency's recommendations. Some of the steps we've taken include:

- All carpets have been professionally cleaned and sanitized
- Use of a Ladybug Steamer (<https://www.ladybugsteamcleaners.com/>) to clean and sanitize all common areas
- Temporary replacement of waiting room chairs with more cleansable seating and social distancing.

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

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- We have hand sanitizer that we will ask you to use when you enter the office, or you may wash your hands in the restroom. You will also find some in the reception area and other places in the office for you to use as needed.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.

- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- ONLY PATIENTS will be allowed in our office for appointments unless it is absolutely necessary for ONE parent/guardian to attend as in the case of a young child. NO ONE ELSE is allowed into the office.
- ALL PATIENTS WILL BE REQUIRED TO WAIT OUTSIDE OR IN THEIR CAR UNTIL WE ARE READY FOR YOU. Please call our check in line (360) 629-3133 when you arrive and we will escort you into the building for your appointment at the appropriate time.
- ALL PATIENTS AND PARENTS ENTERING THE OFFICE MUST WEAR A MASK OR FACECOVER to, and throughout their visit. We have LIMITED masks , so please bring your own mask if possible to help preserve our PPE.
- HEALTH SCREENINGS will be completed for every person entering the office and will include a temperature check and symptoms questionnaire.
- To prevent spreading aerosols, please brush your teeth prior to arrival or we may need to reschedule your appointment.

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 (360) 629-3133 or visit our website at: www.portsusandentalcare.com.

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

Sincerely,

Dr. Smith and team