

Updated Fall 2020

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 and the safety of our staff.

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 for you and your provider. Infection control recommendations are made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), as well as local and state health departments. 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 may notice some updates when it is time for your next appointment. For example:

- For most visits, 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.
- Please wait in your vehicle when you arrive and call to let us know you are at the office. This is to allow for social distancing between patients. All other family members should wait at home or in the car.
- We have hand sanitizer that we will ask you to use when you enter the office. 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. The waiting room will only be used for essential caregivers at this time.
- 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.
- Our staff are being screened each day for symptoms of Covid-19 and any contact with individuals who may have been exposed to the virus.
- In addition to the PPE that dental providers have always worn, recommendations to wear face shields are being followed as well.
- If staff experience symptoms and are tested for Covid-19, they will remain out of the office until negative test results are confirmed.

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 and staff member, safe in our practice. To make an appointment, please call our office at 716-592-3810.

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