



Patient Advisory and Re-opening Protocol

We hope this 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.

Infection control has always been a top priority for our practice, and you have likely 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. We want to tell you about the infection control procedures we follow 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). In fact, our office currently exceeds these recommendations. 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 our infection control procedures are current and adhere to each agencies' recommendations.

You will 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 will be asked those same questions again when you are in the office. Temperatures will be taken on all patients.

- We have hand sanitizer that we will ask you to use when you enter our office. You will also find sanitizer in other locations through out the office for you to use as needed.
- We will be asking patients for the required copay prior to your appointment if necessary. We can estimate your amount due before your appointment you can pay by credit card, personal check and/or cash. We will let you know when we confirm your appointment.
- You will see that our reception area no longer offers magazines, newspapers, or a beverage station 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 may be offered fewer options for your scheduling 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 time.
- If you are coming for a scheduled appointment, we ask that you come alone. Exceptions are made for someone accompanying a minor or individual who needs assistance.

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 (440) 933-2549 or visit our website at www.avonlakedental.com.

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. John Pyke & Team