

Dear Patients,

COVID-19 has been a very difficult time for all of us. Many of you have been forced to wait for dental care. We deeply appreciate your understanding while we kept our office closed to help control the spread of Coronavirus.

We are happy to say that the Governor has cleared dental offices to open for all dental treatment. We will reopen on May 4th. Our hours of operation will be the same (Monday and Tuesday 9:00-6:00, Wednesday 9:00 - 5:00, and Thursday 2:00 - 7:00).

Your health and well-being continue to be our highest priority, and we are ONLY opening because we have carefully planned and revised our office procedures to greatly minimize the risk of infection for our patients and our team members.

For your peace of mind, the measures we will be taking to provide a safe dental treatment experience include, but are not limited to, the following:

UPON YOUR ARRIVAL AT THE OFFICE

- Patients are asked to wait in their cars or outside the office until their scheduled appointment time.
- ONLY the scheduled patient (one parent allowed with children) will be allowed entry into the office. We ask that family members or drivers wait in their vehicles whenever possible.
- When patients enter the office they will be given hand sanitizer to use, their temperature will be taken with a contactless thermometer and a COVID-19 screening questionnaire will be given. Any patient showing signs of a fever or other symptoms of illness will be asked to reschedule their appointment.
- The reception room chairs will be spaced apart to allow social distancing, along with all magazines and toys removed which cannot be disinfected properly.
- We ask that you continue to practice social distancing measures in common areas of the office, including the front desk which has had clear panels placed as an added barrier.

DURING TREATMENT

- When you are seated in the treatment room you will be asked to rinse with a 1% hydrogen based oral rinse for one minute.
- Our team will follow guidelines set forth by the CDC, ADA, and IDA in regards to personal protective equipment (PPE) and office sterilization.
- During patient care, goggles or face shields will be worn by everyone and changed between patients.
- All surfaces that came into contact with the patient will be wiped with disinfectant including the patient chair.

We are proceeding with an abundance of caution, but we want you to feel as confident as we do that any visit you make to our office will be a safe one.

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 the office at (219) 755-0123 or visit the website www.merrillvillefamilydentist.com

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming you back in the safest way possible.

Sincerely,

John G. Kostides, DDS and Team