How we are preparing to minimize your risk in the Pandemic (in addition to what we already do)

DearPatients of Caring Touch Family Dentistry:

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.

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.

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 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 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.
* Upon arrival your temperature will be checked. If your temperature reads at 100.4 or above, we will ask you to reschedule out 14 days.
* We have hand sanitizer that we will ask you to use when you enter the office. If no hand sanitizer is present, we will ask that you immediately wash your hands when you enter and leave the building.
* You may see that our waiting room will be closed. We ask that you call from your phone to check in for your appointment. Once we are ready for you, we will call you back or ask you to enter the building to be seated.
* We ask that all forms and paper work be filled out on-line before showing up to the office. In the event of no access to a computer we will give a form to be filled out in your vehicle.
* We ask if possible, to please come wearing a mask.
* We ask that you come alone to your appointment unless there is a need for a companion (Minors, Special needs, etc.). If there is a need for a companion (minor child accompanied by 1 parent only), we will ask that you wear a mask in the treatment room.
* 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.
* We will reschedule patients in treatment rooms at the end of each appointment and have all paperwork ready for you to walk out with after your appointment.
* We ask that if possible, payments for treatment be made the day before by phone to limit contact. We will have receipt ready for you at your appointment. If not possible, we ask for payment via credit card, however we will still accept cash and checks.

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 770-914-5112 or visit our website at www.caringtouchfamilydentistry.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. Natasha M. Lee and Caring Touch Family Dentistry Team