

May 11, 2020

Dear Patients,

We hope you and your family are doing well during this pandemic. We have all been affected in some way over the past few months and are anxious to return to our daily routines. While the new normal may look different we at North Country Dental are committed to your health and safety.

Infection control is a very important part of our practice. We follow guidelines from the American Dental Association (ADA), The U.S. Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA). These agencies have been working very hard to give our industry some guidelines and protocols that we can implement to ensure the safety and welfare of our patients, employees and families.

Some of the changes you may experience include the following:

1. Our office will call you 24-48 hours prior to your appointment to complete a COVID-19 questionnaire regarding your health.
2. We ask that you wear a mask to your appointment.
3. Upon entering the office, you will be greeted by a team member who will take your temperature and ask you to use hand sanitizer. The team member will then ask the same screening questions again.
4. Once that is completed, if your provider is ready you will proceed to the treatment room. If your provider is not ready, we will ask you to wait in your car.
5. It is important to limit the number of persons in the office. Please leave other family members at home if possible. Also, we will limit the treatment room to team members and only the patient.
6. We have removed magazines and toys from the waiting room.
7. We will do our best to allow time between patients to help with social distancing.

At this time, we are not testing for COVID-19 in our office.

North Country Dental has made an investment in Surgically Clean Air, these are medical grade air purification units. We have these units placed throughout the office for maximum results. These units cycle and clean the air, including the COVID virus.

We want our patients to know that we are taking the necessary steps to keep you safe. We value your trust, loyalty and friendships and look forward to seeing your smiling faces.

If you have any questions please feel free to call us. See you soon!

Sincerely,

The team at North Country Dental

