

COVID-19 UPDATE – Office opening May 11, 2020

Dear Grove & Platt Dental PLC patient,

We hope this letter finds you and your family in good health. The state of Iowa and our nation has been through a lot 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.

We want to assure you that infection control has always been our top priority. Our office follows infection control recommendations from the American Dental Association (ADA), the Iowa Dental Board (IDB), 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. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff.

- Screening questions will be texted to your phone number of record prior to your scheduled appointment. These same questions will be asked again when you are in the office.
- **Each patient is required to supply and wear a facemask or face covering.** All parents/guardians entering the office must wear a facemask or face covering as well.
- **Our waiting room is closed.** When you arrive please remain in your vehicle and call or text us at (515)986-4001 to check-in. Only the scheduled patient will be allowed into the office for the appointment. Minor children with appointments and one parent/guardian, if necessary, will be allowed.
- We will call or text you when your provider is ready, at which time we will meet you at our main entrance door. We have hand sanitizer that we will ask you to use when you enter the office. Your provider will escort the patient directly to their treatment chair. Screening questions will be reviewed again. The patient's (and any parent/guardian) temperature will be taken.
- Our staff will be wearing additional PPE for everyone's protection.
- After the completion of your appointment, you will be asked to put your facemask back on when leaving our building through our designated exit. You will be advised if you need to stop at the front desk.

We look forward to seeing you again and are happy to answer any questions. Thank you for being our patient, we value your trust and loyalty. Please call with any questions at 515-986-4001. Thank you for your patience during this time!

Sincerely,

Grove and Platt Dental PLC