



Dear Valued Patients and Families,

We hope this letter finds you and your family happy and healthy. Firstly, we would like to send our thoughts and heartfelt wishes to anyone who has been affected by the COVID-19 virus. We would also like to continue to recognize our brave and inspiring healthcare workers around the nation who have been working on the front lines caring for those in need. While these times continue to present the feeling of uncertainty in our lives, we are confident that we shall rise up from this and come out stronger on the other side.

With that being said, we are excited to announce that our office is currently open & safely operating under state and CDC guidelines. Our office carefully follows protection guidelines of the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA) so that our patients know they are safe and protected while visiting our office. Below are some of the new standards you can expect to see and experience at your next visit.

Please call us when you arrive and wait outside the office in your car or in the fresh air. We will call you when we are ready for you to see the dentist or hygienist. Floor signs will illustrate where to walk, stand and sit. Designated patient waiting areas have been premeditated so our patients do not have to worry about standing too close to another patient. Furthermore, appointments will be spread farther apart.

New Additions to our Standard Personal protective Equipment (PPE) when aerosol is part of treatment:

- Body gowns.
- KN95 respirator and Level 3 surgical masks.
- Full face shields.
- A dedicated team member to clean and disinfect surfaces.
- Extraoral suctioning and virus killing devices in rooms where required.

Patient screening:

- Our office will call, text or email you beforehand to ask screening questions. You'll be asked those questions again when you arrive. We will take your temperature with a touchless device.
- We have hand sanitizer in the waiting room, hallways, and treatment rooms. We will ask you to use it when you arrive, and you may ask to use it any time you like.

Social distancing guidelines:

- Only patients (except for one parent for a child or one medical attendant for a chronically ill or disabled patient) may enter the office. No more waiting in the waiting room.
- Masks will be provided to every patient who does not have one.
- Plexiglass barriers in Reception areas.
- Helpful team members will greet patients at the door and escort them directly to the treatment area.
- Follow up visits and payments coordinated via phone to limit time in reception area's.

To make an appointment, please call our office at 978-658-6200 or visit our website at <https://www.wilmingtonfamilydentalma.com/>.

We are here to serve and welcome any feedback or suggestions you may have. We look forward to seeing you again and are happy to answer any questions you may have. Please check out our Facebook page and "LIKE" our page, as it is a great way to access all of our updates. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Many Thanks!!