

To Our Dear Patient Families,

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.

Many of you may know, the governor has allowed dental offices to open on May 1, 2020. This is exciting news, and we are anxious to see you all again! Unfortunately, the PPE (Personal Protective Equipment) we need and have ordered has not yet arrived and is expected this week. This week we are putting new measures in place so we can serve you the safest ways. Starting May 1, 2020, we will be in the office full time and our administrative staff will be available to assist with scheduling appointments or answering questions. You can reach us at 972-233-4439. You can also email us at patty@allaboutkidsdentist.com.

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. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations. Rest assured, we are going above and beyond these 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. 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.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- You may see that our waiting room will no longer offer magazines, coffee and so forth, since those items are difficult to clean and disinfect.
- 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, as well as to reduce the number of patients in the reception area at any one time.

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. Please be patient with us as we navigate this unprecedented event.

Lastly, we have wonderful news to share with you! We've moved just around the corner to Suite 110. We are so excited to share our new office with you! Our new address is 12300 Inwood Rd, Ste 110.

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 Diane Colter & Team