



Dear Maple Grove Dental Patients:

We hope this finds everyone safe, healthy and following appropriate social distancing/mask guidelines. We missed seeing everyone in person during our closure but have been excited to resume routine care as of May 18th. During our break we spent considerable time planning for a safe reopening based on the best current scientific information and recommendations available. We continue to monitor the current literature for best practices. We are working very hard to contact each of you whose appointment was cancelled in order to find a time that is convenient for you and that meets our rigorous safe-scheduling objectives as soon as possible. If you have not been contacted or have yet to respond to a message, please call our office at your earliest opportunity to reschedule any cancelled appointments.

Our appointments will be staggered to decrease the number of people in the office at any given time and to allow us sufficient time to ensure the sterility of the treatment rooms and instruments.

Please call our office to reschedule any previously cancelled appointments. We have contacted each of you whose appointment was cancelled during the pandemic closures and have left voicemails or emails to please call back to schedule. When you reach our office we will find a time that is convenient for you and that meets our safe-scheduling objectives as soon as possible.

Appointment changes you will note include:

**We ask you to consider if you are having any Covid-19 symptoms before arriving at your appointment. If you are having any symptoms of illness, please contact our office so that we may reschedule your appointment time, thus making it available for other patients;

**When you arrive, please stay in your car. Our reception area will be reserved for only those utilizing public transportation or who do not have a vehicle. Please call our office (608)848-5680 when you arrive to check in. When it is time for your appointment a staff member will inform you;

**Please bring a mask or face covering and wear it from your car to the treatment area. Since we donated much of our PPE early in the pandemic and due to large backorders, we do not have extra masks to provide. It's critical that we manage our supply in order to stay open;

**When entering the office expect to have your temperature taken using a touchless thermometer. If your temp is 100 F or above, you will be asked to reschedule your appointment. Also, you will be asked to either wash your hands with soap/water or use a hand sanitizer. Please note that our staff will continue to wash or sanitize their hands prior to and after treatment as they have in the past;

**Only the scheduled patient will be allowed in the office (except our young or special needs patients who may have one person accompanying them). We prefer that no one other than the patient be in an operatory;

**Patients will be asked to rinse with an antimicrobial rinse prior to treatment;

**You may notice other changes implemented throughout our office—physical protective barriers, lack of any reading materials, air filtration systems and changes in our personal protective equipment. Likely unseen are changes to our already-rigorous infection/sterilization protocols, which we are following to ensure instrument and room sterility. All surfaces which are commonly contacted by patients and/or staff, will be cleaned and sanitized frequently throughout a given day. Our strict adherence to the sterilization of dental instruments will continue. We are proud of our infection control efforts and historically we have always followed CDC and ADA guidelines;

**Please maintain the social distancing guidelines when in the office;

Please rest assured that all Maple Grove Dental team members will, on a daily basis, complete the same questionnaire as you and have temperature readings. Any discrepancies in either, or any sign of illness (i.e. fever/cough) will result in that staff member immediately leaving the office and their patients being rescheduled to another day.

We believe these changes will ensure your safety, and ours, while we provide you with your dental treatment, that is an integral component of your overall health. We thank you in advance for your patience as we navigate this new paradigm. And as always, we are very grateful for the trust you place in our care.

We look forward to seeing you soon,

Dr Jim and the staff at Maple Grove Dental