

Lou Ann Best, D.M.D.
500 North Jefferson Street
Albany, Georgia 31701

Our Dear Patient:

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.

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.

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:

- As part of our screening process, our office will contact you the day before appointments to ask you some COVID screening questions. You'll be asked similar questions again when you are at the office, as well as have your temperature checked. We ask that you call us when you arrive (honk or knock if you don't get us) and remain in your car to wait. Someone will be out to perform our screening prior to you coming inside for treatment. (on a side note- employees are also checking their temps each day)
- **Please wear a mask to your appointment.**
- We will have a consent form for you to read and sign at check in.
- Please come alone to your appointment (unless a parent/guardian is needed), as anyone extra will be asked to wait in the vehicle.
- **Do not arrive too early for your appointment.** The earlier you arrive, the longer you could potentially have to wait in your car.
- If you are cold natured you may want to bring a jacket or blanket. We have had to adjust our thermostat to make up for all the added PPE (Personal Protective Equipment).
- 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, children's books 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. Please keep in mind, scheduled appointments are very valuable.
- We will do our best to allow greater time between patients to reduce waiting times for you.

- In addition to our enhanced sterilization/sanitation procedures, touchpoints such as doorknobs, counters, pens, faucets, etc., are sanitized between patients as a precaution for COVID transmission.
- **Due to the increased cost and use of additional PPE, etc., we have had to implement a charge per visit of \$20.** This may or may not be covered by your dental insurance.

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 feel free to visit us on our Facebook page to keep up to date with any changes or updates.

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. Best, Judy, Kim, Tanya and Terry

***Should you experience any COVID-19 symptoms up to 14 days after a dental visit, please notify our office of possible exposure. Then call the Georgia Department of Public Health to find a testing site near you: 229-352-6567.

