



Dear Hansen Dentistry Patients,

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.

At this time, it is our intention to re-open our office on Monday, May 18th, 2020. We remain open for urgent dental needs and dental emergencies so please feel free to call our office in the meantime if you have any concerns.

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.

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. In order to reduce the number of patients in the reception area at any one time, we offer the option for you to call when you arrive to "check in" and let us know that you are here. You can then wait in your car until we call you to let you know your treatment room is ready for you.
- Prior to your appointment you will also have your temperature taken and be provided with a pre-procedural mouth rinse.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect. Also, our kids room is closed.

We love our patient families and typically we encourage you to bring your children if you are unable to find childcare. However, in order to allow for social distancing we kindly ask that you reschedule your appointment if it is not possible to leave children at home, unless of course, the appointment is for your child.

- 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 reduce waiting times for you.

If you know you would like to be seen in the first few weeks that we are open please call or email us and we will do our best to accommodate you. Also, if you know you have an appointment in the upcoming weeks that you do not intend to keep, it would help us so much if you could call our office so we are able to offer those appointments to patients hoping to be seen.

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. To make an appointment, please call our office at 919-363-8444 or email us at Admin@HansenDentistryApex.com.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,
The Entire Hansen Dentistry Team