

To Our Dental Family,

The past months have been full of changes and challenges for many and we sincerely hope that you and your loved ones are well. We want to continue to keep you informed related to our response to COVID-19 and prepare you for your next visit.

Our goals are to :

1. Prevent disease transmission
2. Support safe distancing
3. Keep our practice open and safe for our staff as well as our patients

It will take some time before a full understanding of COVID-19 is known. We've made changes to our office setting and procedures to support these goals. We respect that each of us has different needs and sensitivities related to these concerns and hope you will view these safeguards as beneficial precautions rather than barriers.

Prior To Your Visit :

Screening related to COVID-19 will occur when appointments are scheduled and confirmed. We will ask that you delay care if you have concerning symptoms or recent exposure risk and may also defer related to recent travel. Your responses will be verified the day of your appointment.

When You Visit Our Office :

1. **Call 970.221.1400 to let us know you've arrived and wait for a staff member to greet you at the door before entering. A face mask is required except while receiving dental care.**

To the greatest extent possible we are trying to achieve a virtual waiting room. We know there are situations where waiting in your car is not possible or comfortable and that some patients require assistance for their transportation and/or visits. Minor children need a parent to accompany them. If possible, please let us know in advance who to expect. We do not want you to feel unwelcome but hope to limit contact with other patients and minimize the need for disinfection of common use areas. We've simplified our reception area, spaced chairs for safe distancing, removed magazines, beverage station, etc, and temporarily closed the kids corner.

2. At the front entrance we will ask that you sanitize your hands, review screening questions with our staff who will obtain your informed consent and take your temperature prior to escorting you to your treatment room.

*****Minors under 18 will need a parent to sign consent**

*****Anyone accompanying the patient inside the office will need to complete the screening, hand sanitation and temperature monitoring**

3. A dilute hydrogen peroxide solution will be used for a 60 second prerinse prior to treatment.
4. After your dental care, we'll ask you to put your mask on and wash or sanitize your hands prior to checking out at the front desk.

We apologize but we are no longer able to provide headphones or blankets for patient use during appointments. If you'd like these items please bring them with you. Music is a wonderful distraction from our dental noises and can make your appointment much more positive.

Additional Precautions and Infection Control Measures:

1. Daily screening of staff temperature and symptoms in the morning prior to patient care and again at lunch
2. Masks worn by staff members except during meal breaks
3. Safe distancing among staff members during meal breaks
4. Use of additional protective equipment for staff including n95 masks, face shields and gowns
5. Air Purification - Air purifiers with HEPA filtration and UVC in each room, iWave-R units to treat air within HVAC system
6. Fewer patient appointments with alternating use of rooms
7. Use of high volume suction during hygiene appointments utilizing ultrasonic devices
8. Continued use of isolation devices and high volume suction during dental treatment
9. Continued best hand hygiene practices, high level of disinfection, heat sterilization, barriers and single use disposable items
10. Disinfection of reception chairs, pens, counters and bathroom between each patient contact/use

After Your Visit :

If you become aware of COVID-19 symptoms or exposure that was within 7 days of your appointment please notify us as soon as possible.

We value your trust in us, especially during this uncertain time, and ask your continued understanding for the changes to our dental home and our appearance that may make it feel less inviting. It is our sincere hope that by this time next year things will look more familiar but the changeable nature of this issue may require additional adaptation as we navigate this next year.

With fondness and gratitude,
Dr. Vinna Norris and staff (Patti, Jenni, Sierra, Arden, Michelle and Lexie)