



Administrative Office  
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June 17, 2020

Dear Valued Patients & Families,

We hope this letter finds you and your family in good health. Our communities have been through a lot over the last few months, and all of us are looking forward to a new normal. While many things have changed, one thing has remained the same: our office's commitment to your safety.

Infection control has always been a top priority in our practice. We follow recommendations and guidelines made by the American Dental Association (ADA), the Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA). This allows us to make sure that our infection control procedures are up-to-date and enables us to provide the safest environment for our patients and their family members. During this time, we have implemented additional safety precautions to help protect our patients and staff which include the following:

- Our staff will ask you screening questions before your appointment.
- **All patients will need to wear a face mask** when entering the facility. Please do not wear gloves. Hand sanitizer will be provided.
- We will be scheduling appointments in a manner that promotes social distancing and allows for adequate time for us to disinfect all areas of use in between patient appointments.
- Our office waiting room is currently closed. All patients are asked to call the office upon arrival.
- We ask that all patients arrive alone or have those accompanying them wait in the car. Consideration will be given to minor children, elderly patients and/or those needing assistance. Anyone accompanying a patient into our office will be required to follow the same pre-screening and precautionary measures as that of the patient.
- Temperatures will be taken upon arrival, as well as a review of the questionnaire questions.
- Elderly patients and those at higher risk due to medical conditions and/or compromised immune systems should contact the office regarding special accommodations to receiving necessary dental treatment.
- **Please arrive on time or a few minutes early for your appointment.**

If you had an appointment scheduled during our shutdown period, a member of our staff will be contacting you to reschedule it. Our phone lines will remain open for your questions and concerns. If you have a dental emergency, please call our office at (248)758-1231.

If you are experiencing any symptoms, have been exposed to anyone who has, or have recently traveled out of the county, we ask you to please postpone your dental appointment to a later date.

We ask for your patience and cooperation as we implement these additional precautions. The safety of our patients and staff is of utmost importance to us. We care about you and are grateful for your trust and loyalty.

Our team looks forward to seeing you again soon!

In good health,

**Deb Brinson, M.P.A**  
*Chief Executive Officer*

**Nikhil Hemady, M.D., FAAF**  
*Chief Medical Officer*

**Terrence Haynes, D.D.S.**  
*Director of Dental Services*