



A Trusted & Superior Level of Personalized & Comfortable Dental Care

The team at Stites Dental Care and I sincerely hope this letter finds you, your family, and your friends in good health and recovered from any of the many ways this COVID-19 crisis has stunned our nation and community. For the past few months, we have respected the stay-at-home order issued by our government. Now, although our battle to understand and overcome this virus is not over, we can look forward to some degree of normalcy. This crisis has caused changes in our routines, for sure, but one thing remains steadfastly unchanged: our commitment to your safety as you resume dental care.

Infection control has always been a top priority for our practice, as you have no doubt observed during your visits. Our infection control practices are made so that when you receive care, it's both safe and comfortable.

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 our infection control practices are current and adhere to each agency's recommendations.

You may notice some changes when it is time for your next appointment. We have made these changes for the protection of you and our team. For example:

- When you make your appointment, you will be asked some screening questions, and you will be asked these questions again when you arrive at the office.
- 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, restroom, and other places in the office for your use as needed.
- Unfortunately, we can no longer provide magazines, children's books, etc., in our reception area since these items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That may mean you are offered fewer options for scheduling appointments.
- We will strive to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in reception at any one time. We invite you to wear a mask of your own if you desire, or we will provide a complimentary mask for you when you arrive.
- We have gone beyond new standards of care and installed hospital-grade/clean room air purifiers designed to remove bacteria and viruses on particles from the environment.
- You may notice other changes of a more clinical or technical nature in our actions within treatment rooms or the PPE of our staff. We are happy to discuss these with you at any time.

We look forward to reconnecting with you and once again providing your dental care. We anticipate re-opening on May 11, 2020. Beginning June 1, we will again provide our complete range of services, including hygiene. We have chosen this date for a full re-opening because we feel it is the safest option for you, your family, and our team. Appointments are now being accepted by phone or online. We appreciate your patience and continued support.

Excellent, comprehensive dental care in a comfortable and SAFE setting has always been at the heart of the promise we make to our patients. Among all the changes we have made and will continue to make in response to the COVID-19 crisis, that promise is a constant.

Sincerely yours,

Dennis A. Stites, D.D.S.
Natalie Taylor, Office Manager
The Team at Stites Dental Care