



Dear Patient,

During this time we have been thinking about you. We hope that you and your family are safe and healthy. This has been a trying time and we know everyone is ready to resume their normal routines. As we welcome you back to our office, we want to reassure you that your safe treatment here is our number one goal.

We are following the most recent guidelines from the CDC and our professional organizations to make changes to keep you, our other patients, and our staff safe from infection. Below is a list of the changes you can expect upon returning to our office.

- Our staff will ask you screening questions over the phone when the appointment is scheduled, and again when you arrive for your appointment.
- We will have hand sanitizer that you are required to use upon arrival.
- We have removed magazines, books, toys, and other hard to disinfect items from the waiting room.
- We are allowing more time between appointments to maintain social distancing.
- We are offering special hours for vulnerable patients
- We may ask you to wait in your car instead of the waiting room.
- We require that you come to the office alone. If absolutely necessary, one care giver or family member may be allowed to come back with the patient.
- For children, we recommend the parent or guardian check the child in for their appointment and wait in the car until the end of the appointment.
- Not all procedures will be offered at this time, but we will proceed with the treatment we can safely provide.
- We will take your temperature before your appointment.
- You may see that all staff, including front office staff, will be wearing masks.
- We ask that everyone who enters the office wear a face covering or mask. You may be turned away if you do not have a mask upon entering the building.
- If you develop any symptoms of COVID-19 within 14 days of your dental appointment, you must call and inform us.
- Additional changes may be made to keep you safe during this time.

We are happy to answer any questions you may have about the steps we are taking to keep you and every patient safe in our office. Please call our Alpena office at 989-358-3946 and our Oscoda office at 989-739-2550 if you have any questions. Thank you for your understanding. We look forward to seeing you soon.

Sincerely,
The AHC Dental Team