



We are happy to announce that over the last few weeks we have been working on a plan to slowly re-open our practice, and will be ready to open our doors to patients on May 18<sup>th</sup>.

#### **Scheduling:**

We know that a lot of you have had appointments cancelled due to the stay-at-home order, and we will be reaching out to patients in the order that they have been rescheduled. Due to new protocols set forth by the Texas Dental Association, we will be operating at **25% - 50%** of our normal scheduling capacity. Appointments are also being managed to allow for social distancing between patients, which may result in fewer available appointment times throughout the day. We ask you to please be patient with us as we work within the new TDA guidelines.

#### **High-Risk Patients:**

We have reserved the first appointment of the day for High-Risk Patients who fall into any of the following categories:

- Age 65 and older
- Heart, Kidney, and/or Lung Disease
- Diabetes
- High Blood Pressure
- Cancer
- Any auto-immune disorder or pre-existing condition
- Pregnancy

Patients who are considered to be High-Risk will only be scheduled during the first appointment of the day. This is a mandatory policy and we are not able to make exceptions.

#### **Patient Expectations:**

Your appointment might look a little different going forward – we are asking all patients to follow the following rules:

- Please come to your visit alone. If you have, or are, a caretaker, you may be permitted to enter with the patient and we ask you to remain in the treatment room for the duration of the visit
- Please wait in your car and send us a text message when you have arrived. We will text you when it is time to come inside
- Please use hand sanitizer when you enter, then fill out any consent forms and make any payments. You will be taken to the bathroom to wash your hands, and then taken to your treatment room
- An antimicrobial rinse will be provided to help cleanse your mouth and eliminate any bacteria that may be present
- We strongly encourage all patients to wear a mask when they enter and exit the office

You will be given a total of three pre-screening questionnaires that must be filled out and returned in order to be seen:

- The first one will be sent via email when the appointment is scheduled, and must be returned within 24 hours
- The second one will be emailed the morning of the day prior to your visit, and must be returned by the end of the day prior to your visit
- The third one will be filled out upon your arrival to the office

At this time, hand-scaling will be used for all routine hygiene care. Cavitrons will not be used for cleaning appointments in order to limit aerosols.

We look forward to seeing all our patients again, and we are happy to answer any questions you may have about the steps we are taking to keep our staff and patients safe in our practice. We value your trust and loyalty, and look forward to welcoming back our patients, neighbors, and friends.

The Team at Oak Hill Dental