

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While the world has changed, some things remain the same:

- We will continue our commitment to your safety, first and foremost
- We will continue to involve you in your personal treatment plan
- We will continue to give you state of the art dentistry
- We will treat you like we would like to be treated, only at this time, without the hugs

Infection control has always been a top priority for our practice. My staff and I would like to share with you some of the added infection control procedures we have now implemented to keep our patients and staff safe. Some of the changes you will experience when it is time for your next appointment are:

- We will be asking you COVID-19 screening questions both 48 hours before your appointment and when you arrive to the office.
- You will be asked to wait in your car and call us when you arrive. We will let you know when we are ready for your appointment, and when you come to the door, we will take your temperature with a no touch infrared forehead thermometer.
- We will ask you to please wash your hands with soap and water or use hand sanitizer we will have available as soon as you enter the office.
- You may notice the our waiting room will no longer offer magazines, children's toys and other items that are difficult to clean.
- You may be offered fewer scheduling options for your appointment in order to allow for physical distancing between patients.
- We will ask you to please wear a face mask while in our office, except when being treated by the doctor, kind of funny in a dental office huh 😊

Our office follows the infection control recommendations from the American Dental Association, the U.S. Centers for Disease Control and Prevention and the Occupational Safety and Health administration. We are committed to ensuring that our infection control procedures are current and effective.

We look forward to seeing you again and are happy to answer any questions you may have. To make an appointment, please call Michelle at 831 649-4200. We plan to reopen on June 15.

These changes will remain in place until we can test every patient coming into the office for COVID-19 or there is a vaccine developed to give us all immunity to this virus. Most of all, thank you for your understanding. We value your trust and loyalty and look forward to welcoming you back to our office.

Sincerely,
Dr. Ron Kroll, Dr. Inge Hardy and our wonderful staff