

Dear Patients,

We hope this letter finds you and your loved ones in good health. The Covid19 pandemic has turned our daily lives upside down. As the confirmed cases continue to decrease and we slowly try to resume some activities, I would like to express my unwavering commitment to my patients and employee's safety and health.

My staff and I have always followed infection control guidelines made by the American Dental Association (ADA), the Center for Disease Control (CDC), and the Occupational Safety and Health Administration (OSHA). Following their guidelines, which are based on science, enable us to provide the safest environment for our patients and staff.

We ask for your patience and understanding when we return to work. We know that many of you are excited to schedule much needed appointments, many which had to be cancelled while we all observed the "shelter in place" order.

We have implemented additional safety precautions to help protect you and our staff. Some of these changes are as follows:

- Our office will communicate with you beforehand to ask some screening questions. You will be asked the same questions when you arrive for your appointment.
- We will be scheduling appointments to allow for social distancing.
- When you arrive please stay in your car and call the office 734-668-8636 to let us know you have arrived. We will call or text you back when we are ready for you to enter the building. You will be greeted with hand sanitizer and a "no touch" temperature reading. Please wear a mask or face covering into the office.
- We ask you enter unaccompanied, if possible. For those patients who need a guardian to accompany them, we ask that you limit the number. If you normally schedule the family to come in all at once, we will continue to do so but try to avoid overlap with other patients.
- If you have pre-existing conditions (as recommended by CDC), such as ill controlled diabetes, chronic lung disease or asthma, serious heart conditions, are immunocompromised, or have chronic kidney or liver disease, please discuss this with us when calling to schedule. We will find the most convenient time to care for you, or schedule you to be seen at a later date in the summer.

The staff will be wearing all of the recommended personal protective equipment (PPE). We look forward to seeing you again. We are happy to answer any questions you may have. We look forward to caring for you and value the trust you place in us.

Wishing you good health,

Dina H. Cocco, D.D.S.