

Dear Thane B Anderson DDS Patients:

We hope this letter finds everyone healthy, happy and preparing to ease back into regular routines. Our staff is beyond ready to get back to work to see everyone's smiles in person! This communication is to inform you of our intent to reopen on May 21, 2020. While many things have changed, one thing has remained the same: our commitment to your safety. We want to update you on our office and the steps we are taking to ensure we do everything possible to keep our patients and our team healthy.

While our office has been closed, our doctors and team have spent significant time and effort on researching the best practices to resume delivering dental care. Infection control has always been a top priority for our practice. 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. Please review this important information:

- We will take the temperatures of every team member, including your doctor, immediately upon their arrival each day. Any team member at 100.4 degrees F or above will go home.
- We are rescheduling patients on a "first-canceled-first-rescheduled" basis, which is fair and efficient. We had to cancel hundreds of appointments during this closure and we ask for your patience. **Please wait for our office to call you to reschedule your appointments.** We have a very accurate and comprehensive list of every appointment canceled, including the day and time previously booked.
- All appointments will be confirmed by phone and we will be asking COVID-19 screening questions. You'll be asked those same questions again when you are in the office.
- When you arrive for your appointment, please stay in your car. Please call our front desk at the following number upon your arrival: 608-873-3213 and we'll inform you when we are ready for you to enter the office. Please wear a mask to your appointment if you have one.
- Only the patient that is being treated will be allowed to enter the office. The exception to this will be for very young patients or patients with special needs. To respect social distancing, we ask that only one parent or caregiver accompany those patients.
- As you enter, your temperature will be taken by staff using a touchless thermometer. If your temp is above 100.4 degrees F, you will be asked to leave and not return until advised by your doctor.
- A simple questionnaire assessing your contacts, travel, and well-being will be asked of all persons entering the office. Any question indicating recent exposure to someone with COVID-19 or having signs and symptoms of the same will be asked to leave, and not return until advised by your doctor.
- We will have hand sanitizer that we will ask you to use when you enter the office and you will notice that our team members will be wearing recommended personal protective gear such as gloves, masks and face shields.

We are very grateful to every one of our patients and look forward to seeing you again. We would ask for your patience and understanding during this transition time when we reopen. Please feel free to contact us at 608-873-3213 with any questions you may have about the steps we take to keep you, our team, and every patient safe in our practice. We can't wait to see you!

Sincerely,
Dr. Thane B Anderson & Staff