



Dear Patients,

We hope this email 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. Governor Abbott has lifted the mandate so dental offices can open for certain procedures starting **May 1**. We are working diligently to open in accordance with all federal and government agencies. While many things have changed, one thing has remained the same: **our commitment to your safety.**

Infection control has always been a **TOP** priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

These practices are designed to both protect dentists and our staff from spreading infections among patients. Standard Precautions include:

1. Hand hygiene
2. Use of personal protective equipment (eg, gloves, masks, eyewear)
3. Respiratory hygiene/cough etiquette
4. Sharps safety (engineering and work practice controls)
5. Safe injection practices (ie, aseptic technique for parenteral medications)
6. Sterile instruments and devices
7. Clean and disinfected environmental surfaces.

**In addition to these standard practices we have worked to prepare:**

- ✔ new infection control protocols
- ✔ training of new protocols for all team members
- ✔ minimizing aerosol/splatter and clean air

These practices will follow up to date recommendations from the American Dental Association (ADA), Center for Disease Control (CDC) and the Occupational Safety Health Administration (OSHA).

**You may see some changes** when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

1. Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
2. When you arrive at the office, call or text our receptionist at 940-365-3326 to let her know you are here. Stay in your car and she will text you when we are ready to see you. This will minimize people in the waiting area and allow us to clean areas after each patient.
3. You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
4. Appointments will be managed to allow for social distancing between patients. This might mean that you're offered fewer options for scheduling your appointment.
5. We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
6. The highest rated HEPA filters to keep air clean

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call our office at 940-365-3326 or visit our website at [www.aubreyfamilydental.com](http://www.aubreyfamilydental.com).

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Warm regards,

Dr. Tran and the Aubrey Family Dental Staff