



5/8/2020

Dear Patient:

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 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.

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Center 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. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

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:

- Our office will be communicating before your appointment to ask some screening questions. You'll be asked those same questions again when you are in the office.
- We are asking that you call us when you arrive and wait in your car, we will call you when the room is ready for you. This will keep the waiting room clear.
- We ask that you wear a mask and use hand sanitizer when you enter the office.
- We will be taking your temperature when you arrive.
- We ask that you don't bring extra people with you to your appointment.
- Appointments will be managed to allow for social distancing. This may mean fewer options for scheduling your appointment.

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 309-692-5863 or visit our website at [www.rivercityfamilydentistry.com](http://www.rivercityfamilydentistry.com).

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

Sincerely,

Dr. Morgan Renner, and the River City Family Dentistry team