



To our Amazing Families,

As pediatric dental providers whose joy comes from the human interaction it has been a long 8 weeks and we genuinely miss our patient families. While we have all been social distancing, we want you to know that we have been diligently working on our plan for office, so that we can once again see your smiling faces. Our community has been through a lot over the last few months, and while many things have changed, one thing has remained the same: our commitment to your safety and to your health.

Infection control has always been a top priority for our practice and you may have seen this during past visits to our office. Our infection control processes have always been performed so that when you receive care, it's both safe and comfortable. We want you to be aware that in addition to our high standards of infection control, we have added even more researched-based systems to further reduce risk and keep our patients safe during this pandemic. Our office adheres to 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.

This new equipment and systems will mean that your appointment (and your providers!) may look a little different from prior visits. We made these changes to help protect our patients and our team. Some of the things you may notice include, but are not limited to:

- Our scheduling and confirmation phone calls will be more comprehensive to allow for ample communication about changes in systems within the office.
 - All patients will be asked screening questions at confirmation and again when you check in for your appointment.
 - At this time, we ask that patients wait in their cars and check-in via phone so we can continue to preserve social distancing by not utilizing the reception area.
 - Only patients with appointments and one caregiver will be allowed to the appointment. We prefer school age children come into the clinical area alone if at all possible to minimize exposure.
 - We ask that all adults wear a mask within the office in accordance with the Forsyth County Mask the City Initiative.
- All patients and caregivers will have their temperature taken prior to their appointment with a contactless thermometer.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places for you to use as needed, in addition to hand washing stations throughout the office.
- You will see that our reception area will no longer offer magazines and children's toys since those items are difficult to clean and disinfect. At this time, we will not be using the reception area and the playhouse will not be accessible to children.
- Appointments will be managed to allow for social distancing between patients. We have worked hard to be able to give choices for scheduling and will be calling all patients with appointments during the time of closure to be able to reschedule and resume care. Further information on this is available at the end of this letter.
- Barriers have been installed to reduce risk within our business team office and contactless card readers have been installed.
- In addition to advanced protocols of our patient care areas, all other areas are sanitized hourly at a minimum, including door handles, bathrooms and other any other common space.
- Multiple Molekule Air Sterilization units have been installed within the office, these are strategically placed for appropriate coverage.
- An HVAC filtration device, the iWave, has been installed to further reduce any pathogens.
- All employees are screened for exposure, signs or symptoms.

- Our team members will be wearing proper PPE for each type of appointment; this may include scrub hats, face shields and a respirator mask. Information on our PPE, as well as a fun guided video to help demonstrate to children what our new “super-hero outfits” may look like, is available on our website and our YouTube channel.

With these new systems in place, and in accordance with the guidelines of the AAPD, ADA and The North Carolina Dental Board we are pleased to announce that our office will be opening beyond emergency only restrictions, beginning on May 11th 2020. We plan to phase into broader patient care in stages outlined below, and want to make you aware of our plans.

Phase I: Thankfully, we have all the required supplies and PPE that will allow our team members and patients to be safe while we provide care to our patients. We have spent time during this closure researching and modifying the office to reduce risk and are currently spending ample time in preparation and training with our entire team for this “new-normal,” so we can continue to deliver the same level of care you expect from our office when we enter phase II and beyond.

Phase II: Starting May 11th, we plan to begin addressing dental needs that have been delayed during our time of closure. This includes patients that have untreated disease (such as cavities), limited exams, and continued emergent/urgent treatment as well. We will be reaching out to all families that had these types of appointments scheduled during our closure. If you have a child who would benefit from being scheduled during this time, please call our office to schedule.

Phase III: Resume routine care, including comprehensive exams, recare exams, and hygiene appointments.

If your child had a routine exam or recare appointment scheduled between March 17th- May 22th 2020, please allow us to call you to discuss rescheduling your appointment. IF YOU HAVE NOT HEARD FROM US BY JUNE 1st, please call the office to schedule. Due to the increased number of appointments to reschedule we have several scheduling options and want to make sure we are making shared decisions to best accommodate your family’s needs.

Option A: I want to reschedule my child as soon as possible.

Option B: I want to reschedule my child sometime this summer before school starts.

Option C: Based on patient specific factors and caries risk, I would like the option to reschedule for a later date.

We are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. We value your trust and loyalty and are looking forward to welcoming back our patients, neighbors and friends. We have truly missed you all!

If you have any questions or urgent/emergent needs, please call our office at 336-768-1332 in Winston Salem and 336-992-9222 in Kernersville.

Sincerely,

Drs. Spangler, Rohlfing, Lambert & Lipp