

The Drs. Harter, Inc.
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Lakewood, OH 44107
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Dear Patients:

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, its 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) and 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. 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's time for your next appointment. We made these changes to help protect our patients and staff. For Example:

- For your safety and the safety of our employees, we ask that a face covering be worn to all appointments.
- Our office will communicate with you beforehand to ask some screening questions. You will be asked those same questions again when you are in the office.
- We will ask you to remain in your vehicle until we are ready. At this time, we will triage you at the back door, review your screening questions, and your temperature will be taken.
- 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 in the office for you to use as needed.
- 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.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to accommodate your dental needs, but please understand that due to the severity of this virus, we will be increasing appointment lengths to not only provide

your quality of care but to ensure that extra infection control procedures can be properly performed. This also reduces the number of patients in the reception area at any one time.

We look forward to seeing you gain 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 (216)279-3660. Information can also be found on our website at harterdentistry.net.

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

Sincerely,

Drs. Chris & Jill Harter