

To all our Valued Patients:

At Lowrance Dental, we remain committed to doing our part in minimizing the spread of the Coronavirus, COVID-19. As healthcare professionals, we continue to follow well-researched, scientific public health advice to help limit infections and slow the spread of COVID-19. We're excited that our Governor has lifted our Emergency Only order and we will begin seeing patients again on May 11<sup>th</sup>.

Rest assured, your safety and the safety of our dental team, is a top priority. We will continue to follow all CDC, ADA, and State specific recommendations regarding Personal Protective Equipment and the sterilization of instruments, surfaces, and workspaces to protect our patients and staff members. We are also taking extended measures to further protect all our patients and team with the following protocols:

- Pre-screening all patients as we confirm appointments and prior to entering the building
- Social distancing – please remain in your car upon arrival and call our office to check in. A staff member will call or text you when we're ready for you to come in.
- Upon entering the office, you'll be asked to sanitize your hands
- At the beginning of your appointment, you'll be asked to pre-rinse with an anti-bacterial rinse
- Added equipment to limit aerosols in the treatment rooms
- Only one adult may accompany a minor or elderly patient inside, if needed
- There might be a slight delay to appointment times due to the new safety measures, we appreciate your patience.

If you had an appointment scheduled during our closure, we will be reaching out to you to get your appointment rescheduled. If we've already rescheduled your appointment, we'll be reaching out to confirm your appointment and advise you of some new protocols we've put in place to ensure you and our dental team are protected. We encourage everyone in our community to continue to take steps to minimize the spread of the virus, as dictated by the CDC.

If you have a question about an upcoming appointment, please contact us. We look forward to seeing you again in the practice!