

Dear Patient and Patient Families,

Our office will be re-opening soon. We have been closed to all but emergency appointments since March 15th in compliance with the state of Washington mandate implemented to reduce spread of the coronavirus and preserve personal protective equipment.

We follow infection control 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). In addition to these standard infection control guidelines, we have implemented additional safeguards to ensure we meet or exceed recommendations related to COVID-19.

My primary concern now and always is the health and well-being of our patients and my wonderful team. While our goal remains to make your experience in our office exceptional, you will notice some changes the next time you come to the office. These have been made to ensure your safety and we ask for patience as we implement and adapt to these changes.

**Please review the following changes to office protocol:**

1. **Pre-Appointment Screening:** Please review the screening questions (at [nelsonsmiles.com](http://nelsonsmiles.com)) before your appointment and call us to discuss if you answer “yes” to any of the questions. You will be asked the same screening questions before entering the office. Everyone entering the office will have their temperature taken and need to wear a mask (please bring your own). If your temperature exceeds 100 degrees we will reschedule the appointment.

3. **Accompanying Patient in office:** Whenever possible, we request that patients only come into the office. If someone must accompany patient, then we request one parent (wearing a mask) only to minimize the number of people in the office. We ask that parents please wait in the car or outside if possible.

4. **Distancing:** For now, some of our clinic chairs will be blocked off to increase the distance between patients. We ask that the waiting room be used for patients with an appointment only and that parents wait outside the office if possible to minimize crowds in the waiting room.

6. **Brushing station closed:** Please brush before entering the office as the brushing area has temporarily been changed to a hand washing station.

My guess is that things won't run quite as smoothly as I would like the first couple of weeks as we're getting used to these changes but we will do everything we can to make your experience here positive. These changes will be modified as we move forward at the appropriate time.

We will communicate what we do at each appointment through your child. If you have questions, please call and I or an assistant will return your call by the end of the day. If you are in a higher-risk COVID category due to age or an underlying medical condition, please let us know and we will discuss options such as delaying your appointment or scheduling when there are fewer people in the office.

Thank you and we look forward to seeing you soon!

Dr. Nelson and team

