

As stated in our "Welcome Back" letter, we have made some changes in our infection control practices. In general, we are trying to limit interaction between you and members of our team. This is difficult as we pride ourselves on customer service. While there is room for a limited number of people in our reception room, we would prefer that those who accompany the patient to our office remain in their vehicle. If the weather is not conducive to that, there is room in the reception area. For that reason, we ask that **ONLY THE PATIENT** (and a driver/guardian if necessary) **COME TO THE OFFICE**.

Before your visit:

- FDoC Patient Screening Form: complete the "48 hour" column 48 hours prior to your visit. Complete the "In-office" column upon arrival to the office. You can do this in your car.
- If you wish, bring your own face covering. We will not be providing these.
- Avoid hot or cold beverages as we will be taking your temperature prior to your appointment.
- Text the name(s) of the patient(s) to #616-216-7306 upon arrival to the office. Stay in your car.
- When we are ready, we will text you to come in. We will collect your completed "FDoC Patient Screening Form" and take your temperature. If your temperature is greater than 100.4 degrees or you are showing signs or symptoms of COVID, we will reschedule your appointment

During your visit:

- We would prefer that only the patient goes to the treatment room.
- Once the appointment is complete, we will dismiss the patient.
- We will take care of patient portion (co-pay) over the phone if a credit card or, if check or cash, with our clinical team to minimize the number of people interacting with one another.
- We will schedule appointments in the treatment room or over the phone to minimize the number of people interacting with each other.

In general:

- We are using high-volume evacuation on aerosol-creating procedures to minimize aerosol.
- We are utilizing air purifiers with HEPA filters that will clean the air in our treatment rooms approximately once every five minutes.
- We will be using PPE that is above and beyond our usual level of excellent infection control
- Patients will rinse with a disinfecting mouth rinse prior to procedures to aid in achieving a healthier environment.
- We have an ocean of hand sanitizer and have removed everything but chairs from our reception area to aid in sanitization.

Lastly, from Dr. Scott: I am not going to lie. I hate this impersonal protocol, but it is what we have to do (hopefully for the truly short term). As always, if you have ANY concerns, do NOT hesitate to call us at 616-891-0004 or call/text Dr. Scott at 616-822-0775.