

Dear Patients and Families,

My goal of this message is to give you an update on the state of our dental office. To say these are challenging times is an understatement. Thank you to all our patients. I am impressed with the understanding, and patience displayed during this pandemic and our reopening. I am particularly grateful for patients that have referred friends and family members, and am inspired by how many current and new patients have chosen to focus on their health. Life challenges often present opportunities, and I am proud that so many patients are choosing their dental well being.

I have had several personal conversations with patients that are concerned about their safety visiting our dental office. I can assure you we are taking all recommended measures to make our environment as safe as possible. Some changes we have made for your safety include, but are not limited to:

- American Dental Association patient COVID screening prior to dental appointments
- Patient temperature screening prior to appointments
- Washtenaw County daily employee COVID and temperature screening
- Physical Barriers at the Front Desk
- Removal of magazines, toys, etc in our waiting room
- Individual Room HEPA filters
- Staggering the Doctor's and Hygienist's schedules to reduce patient volume in the office when possible.
- Use of Rubber Dam, or other suction devices to reduce aerosol generation

This is in addition to our strict disinfection and sterilization procedures that have been in place for years in all dental clinics. As the providers have the greatest risk, you will notice that we have different more extensive PPE. Also, we will be trying to leave windows open as long as possible in order to increase room ventilation. We have blankets that we launder to offer you, but recommend that you prepare for appointments expecting the temperature to be very cool. We will likely be implementing future continued changes as the world is dynamically changing.

Many patients may have heard me say that we try to be a fortune teller regarding your dental health. You all deserve to know any recommended treatment options, their benefits, and likely consequences if you choose to do nothing. Healthcare is the art and science of risk assessments. This also applies to your choices when going out in the community. Some patients have told me they will not be coming in until there is a vaccine. Other patients have asked that we have a 100% guarantee they will be safe. Although I am unaware of any COVID transmissions from a dental office, we are unable to guarantee 100% certainty for nearly anything. What I do know is that I am seeing a significant increase in dental disease, and additional treatment, that we normally avoid with preventative care.

With that in mind, my team will be reaching out to those of you who are overdue/due for your preventative visits. This will likely be via a combination of phone, text and email. If you have been recently contacted, thank you for your patience as I am instructing them to touch base with you again. If you have moved, or are no longer a patient of the practice please let us know and we will remove you from our active patient list. I worry that patients will have regrets in having delayed their dental care, if they receive what is typically a preventable diagnosis. I appreciate that this is not a one size fits all decision. If you would like to speak with either myself or Dr. Larson to help you make a decision regarding your treatment, we will try to be as flexible as our schedules allow.

Please be safe and well.

Sincerely,

Robert J Stevenson DDS