***PIKE FAMILY DENTISTRY***

**202 North Monroe Street, Media, PA 19063**

**(610) 565-3963 / pikefamilydentistry.net**

REOPENING OFFICE ANNOUNCEMENT (JUNE, 2020) IN RESPONSE TO COVID-19

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 in our practice. Our infection control processes are made so that when you receive care, it is both safe and comfortable. Our office follows 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). This allows us to make sure that our infection control procedures are up-to-date and enables us to provide the safest environment for our patients and their family members.

We ask for your continued patience and understanding in that we will be doing our best to accommodate your scheduling needs as we know many of you are anxious to get back into our office.

During this time, we have implemented additional safety precautions to help protect our patients and staff. For example:

* Our office will communicate with you beforehand to ask some screening questions. You’ll be asked those same questions again when you arrive at our office. \*\*PLEASE NOTE: **We will postpone treatment for any patient who has experienced, or been in contact with someone who has experienced, the following symptoms within 14 days of the scheduled appointment date: fever, cough, loss of taste and/or smell, flu-like symptoms, difficulty breathing or shortness of breath, and/or fatigue.**
* If you are over age 65 or have pre-existing health conditions (as recommended by CDC) such as diabetes, chronic lung disease or asthma, serious heart conditions, are immunocompromised, or chronic kidney or liver disease, we recommend you do not visit the office at this time for non-emergencies. If you fall into this category and ARE experiencing a dental emergency OR if you need to accompany a child or family member for a visit, please call our office as we will handle this request on a case-by-case basis.
* 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 allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time
* Please take your temperature the morning of your appointment. If you have **a fever of 100 degrees or higher,** please call our office to determine whether you need to reschedule your appointment. Additionally, we will confirm no fever with a contactless thermometer upon your arrival.
* Every person entering the office is expected to **wear a face covering** and will be asked to sanitize their hands immediately upon entry.
* 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.
* Upon arrival to our office, call us before entering to let us know you have arrived. We will call or text you once the office is ready for you to enter.
* We ask that patients enter the office unaccompanied if possible. For those patients who need a guardian to accompany them, we ask that this be limited to a single family member. Only patients will be allowed in the treatment area.
* Clear, plastic screens (sneeze guards) have been installed at the front desk to minimize exposure to airborne pathogens
* Due to the increase in Personal Protective Equipment (PPE) required to be used by our staff, our patients will be charged a small fee to help offset the costs.

We look forward to seeing you again 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 610-565-3963 or visit our website at [www.pikefamilydentistry.net](http://www.pikefamilydentistry.net).

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

Isaac S. Pike, IV DMD