

Dear Patient:

In anticipation of the reopening of our practice for all procedures on the projected date of June 1, 2020, we would like to inform you of new policies and procedures that will be in effect. We thank all of you for your support, patience and understanding during this extremely difficult and challenging time.

Foremost, all of us at Exquisite Smiles Oak Park extend our heartfelt sympathy to those who have been personally affected by this virus, and pray for those in recovery. We also would like to thank all of our patients and family members, those of which who are first responders, and those who have sacrificed their own safety to ensure the safety and health of others; it truly is commendable.

As a result of the Covid-19 pandemic, we will be implementing additional steps to ensure the safety and protection of our patients and staff. In addition to the universal precautions that have always been practiced, the following protocols will be taken:

- Upon arrival to our facility, we ask that you remain in your vehicle. We will contact you by cellphone when a chair is available. If possible, we ask that you arrive unaccompanied to your appointment, unless in the case of a child, elderly or disabled. This will reduce the number of individuals in the reception area.
- Upon entering the office, a staff member will take your temperature with a no-contact thermometer. If it registers above 100°, you will be sent home without being treated and instructed to contact your physician for evaluation.
- As always, every treatment room will be disinfected between patients utilizing surface and air disinfectants, barriers and bleach. All instruments and handpieces will be bagged, heat sterilized, and opened in front of the patient.
- The reception area, as well as all counters, doorknobs and armrests etc. will be wiped down periodically throughout the day with a surface disinfectant.
- Acrylic barriers have been installed at the front desk for your protection as well.
- All clinical staff will be equipped with N95 masks, face shields and fluid resistant lab coats, as well as other necessary PPE.
- Front desk staff will be required to wear face masks and gloves at all times when in close contact with patients.

In closing, we thank you for choosing Exquisite Smiles Oak Park as your dental provider, and appreciate the trust you have placed in us. We look forward to seeing all of you again and remember:

*Stay safe, stay healthy . . . we are all in this together!*

Sincerely,

Joseph M. Burbick DDS  
R. Tage Welindt DDS  
Walter Farris, DMD