



# Health Center

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 routine. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the U.S. Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), the Ohio Department of Health (ODH), the American Medical Association (ADA), and the Ohio Dental Board.

Thank you to those who have already trusted us to take care of your health. We made some changes to help protect our patients and staff. For example,

- At the time of scheduling your appointment, we will ask some screening questions. You'll be asked those same questions again when you are in the office.
- We have hand sanitizer in the reception area and other places in the office for you to use as needed.
- 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.
- Chairs in waiting areas have been spaced 6 feet apart for social distancing.
- Plexiglass barriers have been installed at the reception areas.
- Employees are required to wear face coverings, as are patients under the current orders except when undergoing dental treatment.
- Parents/guardians are asked to limit extra companions on their trip to our office in order to reduce the number of people in the reception area.
- Touchable surfaces like doorknobs, light switches are wiped on a regular schedule, and things like credit/debit card machines are wiped after each use.

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 us at 330-723-9688, Option 1. We now have telehealth available and if that is your preference, please let our staff know in order to determine if your need can be met that way.

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