

Dear Patient Family,

In light of the recent COVID-19 (Coronavirus) outbreak, Dr. Bishop and I wanted to reach out to our patient family regarding the measures we are taking to ensure the safety of our patients and staff. As a dental office, we maintain a very high standard of sterilization and disinfection at all times, not just when there is an infectious disease threat. All surfaces are sterilized with a virucidal disinfectant before each patient and at intervals throughout the day. Our instruments are, of course, sterilized in the autoclave after each use. We also have hospital grade hand sanitizer and soaps available to our patients. Staff follow strict hand hygiene protocols as well.

In addition, we will be asking any patient that has respiratory symptoms to reschedule their appointments with us. We will not be charging our customary missed/reschedule fee in these cases. We also ask patients that have traveled in the last two weeks to delay their appointments until they are symptom free for 2 weeks. Any staff member with symptoms of illness will be staying home.

As a dental office, we will also be one of the safest public places you can visit during this time. We do not typically treat sick patients, and will be even more vigilant in screening for symptoms at this time. We also will continue our high-level disinfection protocols. I feel it is important to continue "business as usual" unless directed to do otherwise by government agencies, so that we can continue to provide the high-quality dental care our patients are used to.

If you have any questions, please feel free to contact our office at 502-631-9627.

Thank you,

Dr. Laura Ward and Dr. Jacob Bishop