



BRUCE SEXTON, DDS

To Our Patient Family,

We are returning to work on Monday June 1st. We are excited to be able to provide needed services to everyone again. Of course, there will be some changes involved but rest assured, everything is done to promote the health and safety of our patients and our team.

We respectfully ask that you read this letter before calling our office. As you can imagine, we have hundreds of missed appointments to reschedule. Our goal is to call and reschedule every appointment as soon as possible. Our priorities will be those experiencing pain or discomfort, as well as those who have the most immediate needs. These patients will be called first. Please give us a couple weeks to work our plan. Due to the many changes involved in re-opening, we will be unable to handle hundreds of calls the first week.

Dr. Sexton and his team have been working throughout the shutdown to form a return to work plan. This involves following the recommendations of the CDC, OSHA, ADA, MDA, dental suppliers, our practice management firm, the State of Michigan and many other sources. We have an infection control plan that brings you the safest environment we can provide.

Before your scheduled appointment, you will be called to confirm attendance. Due to the amount of people waiting, **verbal confirmation of each visit is necessary**. During the call, you will be asked some health screening questions, these are mandated. This is also the time to ask questions and voice concerns. We will be happy to explain our new safety protocols and ease your concerns.

Please come alone to your appointment if possible and please wear a mask unless a health problem prohibits it. If you wish to wait in your car, please call when you arrive.

When arriving at our office, we ask that you wear a mask to protect other patients, as well as our team. Once here, we ask that you stop inside the door, use hand sanitizer and wait to be screened. The screening will involve checking the fit of your mask, re-asking the screening questions and taking a scanning temperature. If you are uncomfortable with any of this, please discuss your concerns when we call to confirm your appointment.

Many other protocols will be in place to provide a safe environment including:

- Social distancing as much as possible
- Barriers for our business team
- Increased use of suction equipment to reduce aerosols
- Addition of air purifiers
- Reduced clutter (magazines, toys, pamphlets) to allow better surface disinfection

- Additional personal protective equipment for our team
- Limited time spent in the waiting area or checkout counter
- The ability to prepay for your visit in order to limit contact
- Additional options to schedule treatment

We look forward to seeing everyone again and we are confident that your visit will be safe and comfortable. If you do not hear from us soon, are experiencing pain or discomfort or are apprehensive about your next visit, please call. If we cannot get to your phone call right away, we will return your call as soon as possible.

Thank you for your years of trust in our dental team. We aim to continue to earn that trust now and for the years to come.

Dr. Bruce A. Sexton & Team