

5/6/2020

Dear Patient:

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 for our practice as you have seen 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 American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

You will see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Audra and Sylvia will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office. A list of these questions can be found on our website www.markgraydds.com so you will know what to anticipate prior to your appointment.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- Our office is in the process of being completely paperless to reduce any contact transfer. All of forms and consents can be found on our website www.markgraydds.com where they can be transmitted electronically directly to our office.
- 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.

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 (281)493-9395 or visit our website at www.markgraydds.com where you will find the additional information listed above as well as our Commitment to Safety Information Page which contains important office infection control information.

We want to say thank you for being our patient. We value your trust and loyalty and have missed seeing you all and look forward to welcoming you back to the office.

Warmest Regards,

Mark Gray & Marlayne Newman, D.D.S. and Team