Dear Patient / Guardian:

We hope this letter finds you and your family in good health. Following the COVID-19 related adjustments to our patient care schedules that may have delayed your care, we are looking forward to resuming your treatment as soon as possible. As you would expect, we remain committed to doing everything possible to ensure your safety and satisfaction.

Infection control has always been a top priority within the WVU School of Dentistry. Our infection control processes will continue to focus on ensuring that you can receive care that is safe and comfortable. Because our infection control protocols are guided 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 very closely to remain up-to-date on the latest best practices and to make necessary adjustments promptly.

We will contact you to schedule your next visit. Patients with urgent needs may be contacted before patients who may only need elective procedures. You can expect the following changes to our scheduling process:

* You will be asked some screening questions.
* You will be advised to wear a surgical face mask, homemade mask, or other covering on your face when you are in a public area such as when you are entering and exiting our facility, during the time you are seated in a reception area, or at other times when you are not in the midst of receiving treatment. If you do not have something to cover your face, you will be provided with a mask.
* You will be advised that no one should accompany you to your visit unless it is medically necessary. If your child is the patient, we ask that one parent/guardian accompany them.
* You will be advised not to report for your visit more than 10 minutes prior to your appointment time.
* You will be advised to call ahead if you develop fever or symptoms of COVID-19 on the day you are scheduled to be seen.

During the check-in process:

* You will be asked some screening questions again.
* We will record your temperature.
* We will encourage you to be seated in a manner that creates the most space possible between you and others. To accomplish this, you will notice some changes in our patient seating configurations.

During the check-out process, you will be advised that there is an additional $10 fee to help offset the cost of enhanced infection control procedures. While we regret that an additional fee is necessary, we believe it is essential to keeping you as safe as possible.

Thank you for your patience. We value your trust and loyalty and look forward to welcoming you back at the earliest possible opportunity.

Your WVU Dental Care Team