



NELSON
Pediatric Dentistry & Orthodontics

May 12, 2020

To Our Valued 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, our commitment to providing you the best care in the safest environment has not changed.

You have likely heard that Governor Kate Brown has lifted the mandated closure on dental offices and that we can soon begin seeing patients for their normal appointments. We want you to know that while this is exciting news for us, we are working hard to ensure that our team and our patients are protected while visiting the office.

Infection control has always been a top priority for our practice, which you have likely seen during your visits to our office. Our infection control processes are in place so that when you receive care, it is both safe and comfortable. We want to tell you more 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 are continuing to follow the activities of these agencies daily so that we are up to date on any new rulings or guidance that may be issued. We do this in order to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

There may be some changes both to the physical look of the office, and our systems for patient flow the next time you come to the office. For example:

- Our office will communicate with you before your scheduled appointment to ask some basic screening questions. You will be asked the same questions again when you are in the office.
- We will ask that you stop at our welcome table just outside our entrance prior to your appointment. Everyone entering the office will have their temperatures taken and patients will complete a wellness screening form.
- We will ask that only patients with appointments be present in the office, along with one guardian if necessary, so please take additional childcare into account, or plan to wait in the car for the patient to complete their 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.
- You will see that our reception area no longer offers magazines and that our "toy room" is currently closed in order to minimize risk of virus transmission. We will also have a modified treasure chest for prize selection following patients' appointments.
- Appointments will be managed to allow for social distancing between patients. That might mean you are offered fewer options for scheduling your appointment, or that a longer interval time between appointments will be necessary. Our goals are to reduce the number of patients in the office at any given time.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we are taking to keep you and our other patients safe in our practice. We will contact you to schedule your appointment, but please call us if you have any questions.

Thank you for being our patient, and for being patient 😊

We value your trust and loyalty and look forward to welcoming back our patients, neighbors, and friends.

Sincerely,

Dr. Nelson, Dr. Miller, and the Nelson Pediatric Dentistry & Orthodontics Team

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