



May 14, 2020

To our valued patients,

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 providing the highest quality dental care & safety.

We would like to update you on the changes we have made in response to COVID-19. Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. 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.

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

- Prior to your appointment, our office will communicate with you to ask some screening questions. You'll be asked those same questions again when you are in the office.
- When you arrive for your appointment, please stay in your car and call the office at (414) 321-2720. When we are ready for you to enter, you will be notified
- We ask that companions remain outside, if possible
- Please adhere to social distancing protocols
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- We have hand sanitizer that we will ask you to use when you enter the office.
- Patient temperatures will be taken prior to every appointment
- You may notice changes in our PPE (personal protective equipment); know that we are following current guidelines to help reduce the risk of disease transmission to ensure your safety

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 (414) 321-2720.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Dr. Erin Haugen and Dr. Mariela Siehoff