**A Message to Our Patients About COVID-19**

Dear X,

We know the national health emergency brought on by the Novel Coronavirus (COVID-19) has led to a lot of questions about of the delivery of routine healthcare services and potential associated health risks. As always, the health, safety and well-being of [dental practice] patients and employees is our top priority. While we continue to actively monitor the COVID-19 situation, we want to assure you that we are working diligently to address the associated health risks and issues as they evolve, and provide our patients with the necessary oral care and treatment without putting them or our staff at risk.

To that end, we want to share with you updates on the precautions being taken to ensure that you, and those around you, stay healthy.

The [Chicago Dental Society](http://www.cds.org) (CDS), the [Illinois State Dental Society](https://www.isds.org/news-details/2020/03/16/isds-issues-recommendations-for-dental-offices-regarding-covid-19?fbclid=IwAR1nlcG97T6FMyksf04HBDlkN4o9dB9F7aN1AFd2u_wzxsP6ZCvik1NqH2Y) (ISDS) and the [American Dental Association](https://success.ada.org/en/practice-management/patients/infectious-diseases-2019-novel-coronavirus?utm_source=adaorg&utm_medium=adahomerotator&utm_content=coronavirus&_ga=2.28942716.1307637936.1584393919-1346225329.1584393919) (ADA) have issued recommendations that dental offices postpone elective procedures in favor of emergency dental procedures only at this time. With this in mind, [dental practice] will be implementing the following measures effective immediately through [Tuesday, March 31]:

* We will only treat patients requiring emergency dental procedures.
* We will be postponing elective dental treatment and procedures.
* We will be preserving personal protective equipment for emergency dental situations.

If you are a patient with a routine checkup or cleaning scheduled within this window of time or shortly after, please expect to hear from us directly so we that can reschedule your appointment. Should you have a dental emergency, please call our office immediately.

* If you are experiencing any COVID-19 symptoms, such as fever, cough and/or shortness of breath, please call your primary care physician for guidance.
* If you need to come into the office, you will be asked to have your temperature taken and to wash your hands.
* All infection control protocols and guidance will be observed, including the disinfection of public areas, operatories, and the use of personal protection equipment.

Given the ever-evolving nature of this crisis, we fully expect to add to, or subtract from, this list as time and the healthcare knowledge base expands, and to maintain the safety and efficiency of operations in our office.

As we’ve heard over and over again, it is more important than ever that we practice good hygiene. That includes washing your hands frequently. If you sneeze or cough, cover your nose and mouth with a tissue or your sleeve. If you don’t feel well, please stay home.

We will continue to share more information and updates as they become available. To stay apprised of important state and national updates and the latest information about COVID-19, we strongly recommend reviewing and following the guidelines and information issued by the following public health agencies as well:

* [Centers for Disease Control](https://www.cdc.gov/coronavirus/2019-ncov/index.html)
* [Illinois Department of Public Health](http://www.dph.illinois.gov/)
* [World Health Organization](https://www.who.int/emergencies/diseases/novel-coronavirus-2019)

We are committed to ensuring your safety and good health in every way we can.

Thanks for your patience,

X