

Dear Patients & Friends:

As many of you know, we will be allowed to see patients for routine dental care & elective appointments starting on May 19, 2020. Obviously, it will not be “business as usual”! We have made changes to our practice to protect both you & our team; we thought it would be a good idea to let you know what to anticipate when you see us next.

Here are the protocols we are training toward now:

1. Expect to be pre-screened prior to your appointment. The ADA’s guidelines require us to ask you a series of questions both before your appointment & at your arrival to the office. This will necessitate a phone call prior to your appointment. If you usually confirm via text, we will still offer those (& email reminders) as a courtesy; however, you must answer the questions (live) before we are able to see you. Thank you for your understanding!
2. Expect to pre-pay to reserve your appoint time. To minimize the interaction between our administrative staff & others, we will take your payment information during your pre-screen conversation. You’ll be charged your co-pay or portion not covered by insurance on the date of service. This will eliminate most of the congestion at our front desk, keep everyone socially distant, & reduce the admin team’s risk of touching multiple different payment methods each day.
3. Please do not come inside our building when you arrive for your appointment. Stay in your car, dial [253-845-1600](tel:253-845-1600) & a member of our clinical staff will come meet you at the front door. This will allow us to stage/stagger patients to minimize your contact with others.
4. Please do not bring friends or family members with you. Our reception area will not be open for waiting purposes. Please have anyone accompanying you wait in the car, or circle back to pick you up upon release. If you’re bringing a child for dental care, we will work with you to accomplish their appointment with minimal supervision.
5. Please, wear a face covering. If you don’t have a mask, one will be provided for you. You’ll keep it on before your procedure & replace it when you’re finished, before checking out (if needed). You can count on us to also wear face masks & appropriate PPE; your safety & health are our top priority.
6. Expect to have your temperature taken, final screening questions posed, & mandatory handwashing or sanitizing completed upon entry. If you have a temperature, exposure or any symptoms of COVID-19 (dry cough, sneezing, red eyes), we will reschedule you for an appointment in 14 days. You will also sign a release form allowing us the privilege of seeing you.
7. Expect to rinse with an antiseptic mouthwash (CTX-4) before your procedure.
8. Expect to get the same caring, personalized service. This is the one thing that will not change. We’ve been saddled with a lot of regulations to be able to see patients again, but our joy at seeing you & your family is hard to describe. Please know, we are overjoyed at the prospect of returning to any semblance of normalcy.
9. Questions? We’re here for you! Call us at 253-845-1600 & we’ll do our best to accommodate you, answer any concerns, or tell you about the new technology we’ve invested in to keep you safe. COVID-19 can’t keep us away from doing what we love.

Being closed has allowed all of us time to reflect on what matters most. Our relationship with you is one of the best things in life! We look forward to reopening, even if we must do it with protocol changes. Thanks, as always, for allowing us the opportunity to serve you. We can’t wait to see you again.