

Sample Letter/Email to Patients Communicating Patient Safety

Dear (Patient First Name),

COVID-19 pandemic has disrupted our daily and business lives. At (Practice name), we are closely monitoring the situation and cannot wait to re-open our doors to you, our dedicated patient. We are reaching out to assure you that the health and safety of our patients, team and community is our top priority.

At (Practice Name), we have always adhered to the strict safety and infection control recommendations by the American Dental Association (ADA), the Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA). Our high standard of care ensures that your trust and safety are never compromised.

Safety measures at (Practice Name) will continue to evolve as more information develops. At this time, we want you to know that we are implementing extensive measures to further protect our patients and team members as we open our doors to you for elective and non-emergency treatments in the near future.

Additional protocol procedures will be implemented as you return to our practice:

1. As recommended by the CDC and the health department, we are asking you and your family to stay home if fever, cough, or flu like symptoms are present. We will be happy to reschedule your appointment for a later date.
2. Appointment confirmations will be done over the phone. Several screening questions will be asked, and time will be given to answer your questions.
3. To adhere to the patient proximity guidelines, we are asking patients to wait in their car while waiting to be taken back to the treatment room. We are asking you to simply call us when you arrive, and we will let you know when we are ready for you.
4. Upon entering (Practice Name), you will be asked to sanitize your hands. And same will apply prior to leaving the office.
5. At the beginning of every appointment, your temperature will be taken, and you will be asked to pre-rinse with anti-microbial mouth rinse to reduce air contamination during treatment.

The team at (Practice Name) thanks you for your continues loyalty and trust in us. Feel free to visit our website for further updates or call us at (enter office number).

We are looking forward to seeing you soon.
Your devoted team at (Practice Name).