

May 19, 2020

To All Our Patrons:

We hope you and your family are doing well. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal routine. While many things have changed, one thing that remains the same is our commitment to you and your safety.

Infection control has always been a top priority of our practice, you may have seen this during your visits to our office. Our infection control processes are in place to ensure that when you receive care, it is both safe and comfortable. We want to share the infection control procedures we follow in our practice to help keep patients and staff safe.

Our office follows infection control recommendations made by the American Dental Association (ADA), the US Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We actively follow the se agencies so that we can remain up to date on any new rulings or guidelines that may be issued. We do this to ensure our infection control procedures are current and adhere to each agency's recommendations. You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. They are as follows:

- Our office will communicate with you prior to your appointment to ask you some questions about your current health. We will also repeat these questions when you arrive to make sure that nothing has changed. (These same health related questions are also asked of our team members at the beginning of each day).
- Our doctors and team members have a no contact temperature reading taken first thing in the morning. If the temperature exceeds 100.4 degrees Fahrenheit, they will be sent home until a normal reading is obtained. If a doctor or team member exhibits flu like symptoms or has been in contact with a person who has tested positive for COVID-19, they will be asked to self-quarantine until cleared by a physician.
- Any person entering the office should wear a mask if you have one. We have hand sanitizer that you will be asked to use upon entering the office. You will also find some in the reception area and throughout the office, for your use as needed.
- You will see that our reception room will no longer offer magazines, as those items are difficult to disinfect.
- Appointments will be managed to allow for social distancing between patients. This may mean that there are fewer options to offer for scheduling.
- When you arrive at our office, to reduce the number of people in the office and the amount of time you are close to other patients, you may be asked to wait in your car (with the AC on) until we are ready for you, at which time we will call your cell phone to let you know we are ready.

- Upon entering the office, a no contact temperature reading will be taken. A temperature no greater than 100.4 degrees Fahrenheit will be necessary, in order to proceed with treatment that day.

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 everyone in our practice safe and healthy. To make an appointment in our Ocala office, please call (352) 351-5051. If our Crystal River office is more convenient, please call us at (352) 795-9000.

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

Sincerely,

Drs. Darby, Johnson and Team