

Reopening to All Dental and Preventive Hygiene Services During COVID-19

Our team at Smiles at France is excited to announce that we are now able to offer all of the dental care that you have been accustomed to in our office. This includes all hygiene preventive services. We have secured the equipment and supplies we need to remain open, yet at a slower pace to optimize everyone's safety. Our new routines are becoming comfortable.

"Stay Safe Minnesota," still includes social distancing, hand washing and the use of mask coverings as part of everyone's smart practices. Please do not let your guard down, we have a long way to go with this virus.

Please consider these critical screening questions prior to visiting us. They are important for everyone's safety. Visiting us when you might be sick puts many people at risk. Please call us to reschedule if you are sick, or exposed to someone who may be sick.

COVID QUESTIONNAIRE to prevent exposure

1. **Have you traveled anywhere recently that are locations of disease outbreak? A 14-day quarantine may be recommended.**
2. **Have you been in contact with anyone who was sick or is anyone in your family sick?**
3. **Have you attended any large group functions/gatherings including demonstrations, rallies or protests?**
4. **Have you had any of the following symptoms within the last two weeks that are new to you: fever, fatigue, dry cough, altered taste, altered smell, trouble breathing, productive cough, diarrhea, abdominal pain or muscle pain?**

To stay safe and better protect everyone, you will notice a few changes for your next visit.

- **Requirement:** We ask that you wear a face mask at all times in our office except during dental treatment. Our team will as well.
- We have **hand sanitizer** that we ask you to use when you enter the office.
- Your **temperature** will be taken prior to the start of your treatment. Our team will have their temperature taken daily upon arrival to the office.
- No extraneous individuals will be allowed in the office. Only the patient and (if necessary) the parent or caretaker are to enter the office.
- We have cleared our reception area of magazines and unfortunately the toys for your children. Those items are difficult to clean and disinfect.
- There are fewer chairs in the reception area to allow for social distancing.
- **Sneeze guards** have been placed around the reception desk.
- We have **HEPA air filtration** systems placed throughout the office.
- Our dental team will look very different with all their **PPE (Personal Protective Equipment)** gear on, but we promise we will provide the same personal care with your dental treatment that we always have.
- Appointments will be managed to allow for social distancing between patients. That might mean that your appointment may need to be rescheduled to allow for more time between. We ask that you arrive on time to your appointment and we really appreciate at least 48-hour notice of any cancellation so that we can manage the schedule to keep you safe.

Our philosophy of only seeing one person at-a-time continues to serve us well. We do not bounce from room-to-room. We provide high-quality, individualized care. We are very proud of this. We like to think of our waiting room as a quaint welcoming area to greet you and catch up, and as you know it is never

packed with a crowd. Quality over quantity is very important to us. Your trust that we will continue to offer our best care, without compromise drives us forward in this time of reinventing our new normal.

If you have questions or concerns about your dental health or are eager to move forward with treatment, please call us. We are in the office Monday through Thursday to take care of your dental needs.

Below are a few reminders:

Before Your Appointment phone call or text

- Answer screening questions for exposure or [symptoms of COVID-19](#)
- Update your medical history and medication list
- Update your insurance information as needed
- Let us know exactly what you hope to accomplish in advance and any concerns you have with your teeth or appliance. This allows us to carefully prepare for your appointment and schedule the appropriate amount of time to address your concerns
- Please let us know if there are any products you need at home such as prescription fluoride, teeth whitening, or any dental samples so we can have them ready for you

At Your Appointment

- **Bring warmer clothes** (the office is cooler than usual)
- Bring any appliances, guards, retainers or devices you wear in your mouth, including over-the-counter ones
- Come alone, call in advance if you must have another person accompany you
- Be **sure to wear a mask** when entering our building and office, **no exceptions please!**
- Hand sanitizer use is requested upon entering office
- Your temperature will be taken upon arrival and you will be rescreened for COVID symptoms
- The reception room is rearranged for social distancing

After Your Appointment

- If you start feeling ill [with the symptoms of COVID-19](#) within 2 days after your appointment, please call us!
- Support your favorite small businesses, they greatly appreciate your patronage.

Your safety is important to us. Thank you for your continued trust in our practice. Your dental and overall health is taken very seriously. We look forward to seeing you again soon!

Sincerely,

Your Smiles at France Team: David Cook, Jennifer, Cindy and Kaitlyn