

To our neighbors, friends and patients,

As you all know, the coronavirus has forced our office to close in mid-March except for emergency needs by necessity as well as by governor order. It's been a long two months for most of us.

We are happy to report that **we have reopened the office again for all services** starting Monday May 18th. The virus seems to have spared much of our area and the governor's limitations on non-emergency medical and dental care have also expired.

As expected, **we too are implementing some changes to how we practice.** On our side, we are investing in additional office and personal protective equipment and supplies and training ourselves to adjust to the current concerns that you're all familiar with. We have increased our cleaning protocol and reduced our own exposure to avoidable contacts. You will notice some changes in our reception area that may go against the welcoming feel we always hoped to achieve in the past. We hope these changes will be short lived. We are also asking our patients to make some adjustments for the time being. We respectfully ask that people come to their visits either by themselves or if possible with no more than one person accompanying them who does not have an appointment him(her)self. If larger families travel together, we kindly ask that the family members without appointments wait in the vehicles. We understand each case deserves individual consideration and exceptions are expected. We ask our patients to kindly make the effort to deal with as many appointment, insurance and payment issues as possible by the phone or email for now. We may take touch less temperature readings as you walk in the door. We hope you won't find this too invasive. We are considering adjusting our hours of operation to allow for these changes to be implemented and still be able to work with as many people as are willing and able to see us.

We especially ask that **if you have respiratory illness symptoms you call us asap and allow us to reschedule you.** We understand that not all illnesses are related to the coronavirus, but out of an abundance of caution, we need to ask people who are feeling ill to delay their visits into the office. If emergency needs require it, we can see folks with symptoms after hours.

We understand that this has been a time of stress for a lot of people and **would like to extend our gratitude to all of you** for our working relationship and our best wishes regarding your personal situations, whatever they may be. We also understand that many of us are more than ready to return to a more normal life, including the ability to work. We hope and pray that happens quickly and safely for you and for us. Please feel free to reach out to us with comments or questions by phone or mail or email.

We are looking forward to viewing these events in the rear view mirror as soon as possible. It has been a most unwelcome learning experience.

Stay healthy mind and body,

Your Airway Heights Dental Center folks,

Joan, Christine, LeeAnna, Karen, Carley, Josh and Alan (And our retired friend Rex too)