



To Our Valued Patients:

Please allow me to say thank you for being so patient and understanding during these trying times. We have all endured some form of personal sacrifice the past few months and part of that is the oral health of our patients. We will be resuming dental services very soon and will do our very best to get all of the patients we had to cancel, back into our schedule. It will take some time but we will work hard to make sure everyone is taken care of to the very best of our abilities.

Infection control has always been a top priority for our practice and you may have seen this during your previous visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Thunder Bay Family Dentistry follows infection control recommendations made by the American Dental Association (ADA) / Michigan Dental Association (MDA), the US Centers for Disease Control and Prevention (CD) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that is issued.

When you come in for you next appointment, you will see a few changes. We made these to protect the health our patients and staff. Some of these changes include:

Our office will communicate with you beforehand to ask some screening questions. You'll be asked these same questions again when you are in the office.

You will be asked to wear a mask to your appointment and then immediately following dismissal from the chair.

You will remain in your car until your appointment. We will call you or wave you in at your appointment time. You will will be need some form of communication with the office like a cell phone. Upon entering the office your temperature will be before being brought back to the operator.

We are only allowing the patient being treated to be in the room during treatment. A single parent may accompany a very young child but they will be asked to wear a mask and follow strict social distancing.

We will ask you to wash your hands prior to having a seat in the chair.

Appointments will be managed to allow for social distancing between patients. That may mean that you're offered fewer options for scheduling your appointment.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we have taken to keep you, and every patient, safe in our practice.

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

Sincerely,

Jack H Behl DDS and Staff