



Dear Friends,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and you may have seen this during your 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.

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC), 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 may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

Additionally, we have and will continue to implement several changes that are above and beyond those already lofty standards.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- You will have your temperature checked before you enter the facility. We encourage you to take your temperature at home prior to your appointment and call to reschedule if it exceeds 100.4 oF.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find soap and sanitizer in the treatment rooms and restrooms to use as needed.
- You may see that our reception area will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- You will use a disinfectant mouthrinse that deactivates all viruses and bacteria prior to beginning treatment.
- In addition to our standard personal protective equipment including mask, eye protection, and gloves, all clinical staff will be using N95 respirators that filter 95% of all 0.3 micron particles as well as plastic face shields, hair and shoe coverings, and gowns.
- We have installed medical grade H13 HEPA filters in all treatment rooms and reception area that filter the air to 0.1 microns (the size of a viral particle).
- We will be disinfecting all high touch surfaces such as door handles and chair arms every two hours throughout the day.
- We will be using an ultra low volume fogger to disinfect the reception area and treatment rooms using electrolyzed salt water that deactivates all bacteria and viruses in 15 seconds.



We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call our office at 512-263-4252 or visit our website at [www.lakewaydentist.com](http://www.lakewaydentist.com).

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

Sincerely,

Daniel B. Eaddy, DDS and  
The Eaddy Dentistry Team