

Greetings Carolina Smiles Family!

These are truly trying times and we very much appreciate your understanding and support during the last six weeks! We are very excited to be able to target opening our office again on **May 11, 2020**. We want you to understand all that is going into our plans. Our staff will be back in our office May 4 - 8 for a clinical training and rescheduling week.

The protection of you, your families, our team members and their families is our paramount concern and we have had to balance that with our need to move your treatment along. We will gradually start seeing patients beginning on **Monday, May 11**. We will be minimizing the number of people in the office and the type of procedures that we will be rendering. This is necessary to maintain social distancing and a safe environment for all. Dr. Waters has been going through the March and April schedule and has been evaluating every patient's case, and if there is a situation in which there is an urgency, these patients will be triaged to be seen first. We will be working extra hours and adding days to get everyone who was scheduled between March 17 - May 8 back on track.

After starting with an abbreviated schedule we will pick up the pace as we receive more information from our government and professional organizations. We hope to be able to offer COVID-19 testing and/or vaccinations in the near future as these become available!

Dr. Waters has spent hours upon hours in education webinars given by the North Carolina Dental Society, the ADA and other professional organizations on how to face practicing with this new virus amongst the population. We will have new protocols in place when you return. Some of these will be temporary (such as not allowing full waiting rooms) and others will be permanent such as the use of high volume suction units for certain procedures which the doctor has invested in and installed in the office. PPE requirements have changed as well so you will see more masks, face shields and gowns.

We will be asking all patients to:

- *Brush your teeth thoroughly and use the restroom prior to your departure from home
- *Wear a mask that you bring from home when entering the building
- *Call 919-620-6700 or text upon arriving to check in
- *Answer several COVID-19 screening questions and take your temperature. If you have a fever or are unable to answer the questions successfully we will need to reschedule the appointment
- *You will also be given hand sanitizer when entering the building. Please keep your mask on until asked to remove it by the staff.
- *Except in rare situations only the patient will be allowed to enter the office for treatment. We will have an escort to meet you at the front door and will escort you back to your car after the appointment if necessary.

We know this is a HUGE hassle. We don't like it either , but we must do these things to protect the well-being of all while still caring for the dental health of our patients.

We want you to feel safe and secure in our office!

Take Care and Stay Safe!

Dr. Tracy J. Waters and Carolina Smiles staff