

HAROLD H. HOWELL III, D.M.D.

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May 1, 2020

Dear Patient:

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.

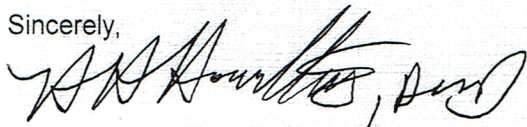
You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- 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.
- We will provide hand sanitizer and ask you to use when you enter the office. You may want to consider bringing your own ink pens for paperwork that is required and check out.
- **We can not accept patients that are dropped off at this time.** Someone must be available to wait on you in the parking lot if you did not drive yourself.
- **All patients must wait in their cars.** When you arrive in our parking lot, please call our office at 304-369-2034 to let us know you have arrived. Please leave a cell phone that we may call you to let you know when we are ready for you to come in. If a cell phone is not available, you may step inside and advise the front office which car you are waiting in.
- **We must insist that the patient come into the office alone.** Children will be permitted one parent only. If you require assistance due to a special circumstance, this must be pre approved through the front office.

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 office number or visit our website at web address.

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

Sincerely,



Harold H. Howell, III D.M.D.