

Hello Patients and Friends!

We hope this message 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 at Prairie Dental Associates. We follow 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). Some of the guidelines from these agencies have been updated since we last saw you, so we would like to briefly explain some of the changes you may notice at your next visit.

- **Our parking lot is our new reception area.** We ask that you call or text the office (309.662.7722) to let us know you have arrived. We will call or text you back to let you know when we are ready to see you.
- **Our old reception area is our new screening center.** We require that everyone entering the office wear a face covering. Upon entering you will be given hand sanitizer, have your temperature taken, and complete a simple COVID-19 screening form.
- **There will be fewer people in our office at any given time.** We are asking that only the person with a scheduled appointment enter our office. If a patient cannot manage their appointment alone (e.g., small children or patients with disabilities), we ask that only one companion accompany that patient. Any patient companions will also go through the screening process.
- **Our schedule is different, for now.** We are allowing more time for cleaning visits which means fewer available slots. We have extended our hours and will do our best to fit everyone into our new schedule.
- **Our clinical staff will look different.** We will all be wearing additional personal protective equipment (PPE) to keep us safe. Rest assured there's a smile on our faces under these masks and face shields because we are so happy to see you again. Because of the additional PPE, our office may be cooler than before. Be sure to dress appropriately.
- **Karen and Sarah, our front desk staff, won't be at their usual stations.** We want them to avoid any unnecessary person-to-person interactions. At the completion of your visit you will exit through our southeast entrance/exit. There are a number of ways that you can schedule your follow-up visit or make a payment remotely.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we have taken to make the office environment safer for you and our team. We ask for your patience as we navigate this new way of providing oral health care.

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

Sincerely,

Dr. Jacobsen, Dr. Sikora, and Team