

Sample Patient Communication Infection Control and Prevention and Emergency Dental Care

This is only a sample patient communication including best practices in infection prevention and control. Please use your professional judgment and tailor the communication to your own office's practices.

How to use this template

- 1) Read through the sample letter on the following pages to become familiar with it.
- 2) Replace all **yellow highlighted placeholder text** with your practice's information.
- 3) Edit the text to tailor the communication to your own office's practices.
- 4) Copy the finished text into your own practice email or letterhead templates
 - a. **For email**, copy and paste the text into your preferred email correspondence program. Check text style, size, and bullets and correct the formatting as necessary.
 - b. **For printed letterhead**, adjust the margins and formatting to fit your paper letterhead before printing. Do not include this instruction page.
 - c. **For digital letterhead**, copy the text into your digital letterhead and adjust the margins and formatting to fit. If you will be attaching the digital letter to an email or posting it online, we advise that you export as a PDF rather than save as a word-processing file, such as MS Word (.doc).
- 5) Send the communication to your patients.

To our Valued Patients:

At the recommendation of the American Dental Association (ADA), we are postponing all elective procedures for our patients in order to help stop the spread of the coronavirus that causes COVID-19.

During this time, we are available to treat any dental emergency that might occur and to answer any questions that you might have. We respectfully ask that you contact the office by phone to discuss treatment needs in advance. You can reach us at **(555) 555-1234**.

Examples of dental emergencies include¹:

- Bleeding that doesn't stop
- Painful swelling in or around your mouth
- Pain in a tooth, teeth, or jawbone
- Gum infection with pain or swelling
- After surgery treatment (dressing change, stitch removal)
- Broken or knocked out tooth
- Denture adjustment for people receiving radiation or other treatment for cancer
- Snipping or adjusting wire of braces that hurts your cheek or gums
- Biopsy of abnormal tissue

This is an unprecedented situation that requires extraordinary measures. We want to assure you, however, that we have always put your safety and the safety of our dental team first. Our practice follows all infection control and prevention guidelines from the Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), other federal and state public health regulations, and our state dental board regulations. The things that we do every day to make our practice a place for safe dental care include:

- Wear gloves, face masks, protective eyewear and clothing when treating patients
- Provide you with protective eyewear to protect from spatter
- Perform hand hygiene before and after your treatment
- Thoroughly disinfect our treatment rooms prior to each patient visit
- Clean and sterilize all reusable instruments and other items after each patient
- Test our sterilizer(s) weekly to assure proper functioning
- Treat our dental unit water to ensure that it is as safe as drinking water
- Screen our patients for respiratory symptoms and reappoint when necessary
- Disinfect the reception area surfaces multiple times during the day

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https://www.ada.org/~/media//CPS/Files/COVID/ADA_DentalEmerg_Patient_Flyer.pdf?utm_source=adaorg&utm_medium=covid-resources-lp&utm_content=cv-pm-emerg-def-patients&utm_campaign=covid-19

In addition, we have temporarily removed magazines and other reading material and toys from our reception area, since these items may be difficult to disinfect.

We will notify you when we will reopen the office. You may see some small changes when you come in for your appointment, such as:

- Include any pre-appointment guidance or risk questionnaire from your local health department, CDC, or other credible health organization.
- We will ask you to use hand sanitizer when you enter the office or wash your hands in our restroom.

We will continue to monitor the status of COVID-19 nationally and within our community and keep you up to date regarding our plans to operate our business as usual. Please feel free to contact us with any questions or concerns that you may have. You may also visit our website at practicename.com where we have posted information about our infection prevention and control protocols, and information about COVID-19.