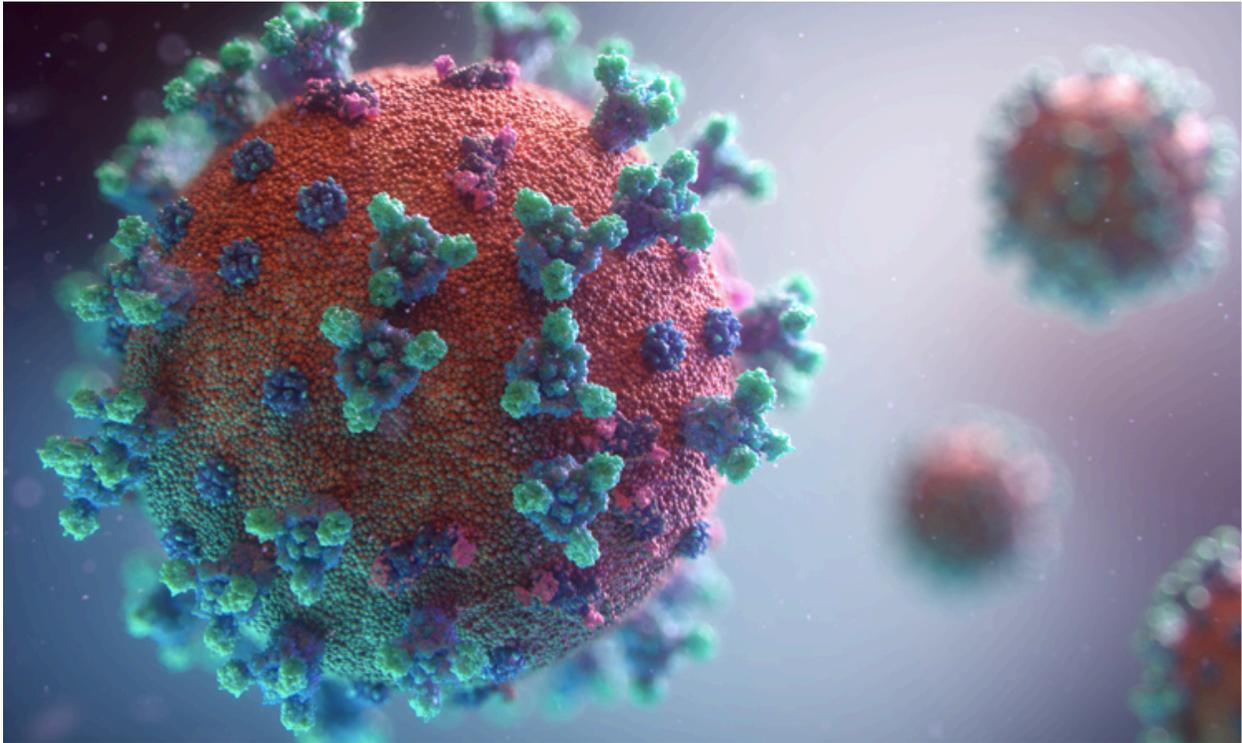


LETTER TO OUR VANDERBILT ESTATES DENTAL PATIENTS

COVID -19 Update: Office Re-opening



Dear Patient,

We appreciate your concern about the Coronavirus.

Our team here at Vanderbilt Estates Dental promises to keep you updated through this challenging time and we look forward to making you smile! Please note that patient-care hours may change week-by-week and patients are encouraged to contact us directly to determine our current status.

We want to reassure you that we are taking aggressive steps to reduce the risk of transmission of the virus in our clinic. Our staff is following guidance from the CDC, ADA and governing authorities as we remain diligent in our infection control measures and sterilization protocols.

We are preparing to implement new policies to ensure the health and safety of our team and YOU our patients. You will be noticing that all our staff members will be wearing personal protective equipment (PPEs), which will include medical-grade masks, gowns, gloves, face shields hair & shoe coverings. Please also note that an additional 20-30

minutes per patient, per procedure will be utilized to stagger appointments thus mitigating cross contamination. The extra time will be used for detailed sanitization with medical-grade disinfectants of all surfaces and especially the work spaces, exam rooms, bathrooms and waiting area between patients. We appreciate your patience and understanding in advance.

For the safety of our patients, providers and staff, we ask that if you have any flu-like symptoms, or may have been exposed to a person with either proven or suspected influenza or COVID-19 virus, traveled by air or cruise in the last 2 weeks, or are medically compromised (high-risk to contract virus), please do not visit our clinic without calling first to reschedule.

We understand that prolonged office closures will lead to poorer oral health over time. Please remember that gum disease is an infection and chronic infection compromises your immune system, so it's always advisable to avoid gum disease and maintain good oral care which is linked to better overall health.

Please keep yourselves informed via our website and social media platforms - Instagram and Facebook for our re-opening schedule.

Kindly access our resource and blog tabs on our website to view new patient encounter forms and our detailed recommendations for your safety during your office visit.

We promise to keep you updated through this dynamic and challenging period.

Vanderbilt Estates Dental wants you to Smile, Laugh, and Eat, with Confidence.

Sincerely,
Dr. Gillian Plummer-Molina and Team.