



SPRINGBROOK DENTAL

Rothwell, White, Carpenter & Erke DDS

Hello to our Springbrook Dental Family and Friends,

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 and health.

Thank you for your care and patience as we have been temporarily closed in compliance with the CDC's and Governor's directives during the peak of the COVID-19 pandemic. We are very much looking forward to returning to dental care next week, in the safest possible way for patients and staff. With that in mind, we have a 10-point plan to maximize health and safety in our office going forward.

1. Patients will need to go to springbrookdental.com and complete the Wellness Survey and updated Informed Consent that must be filled out in the 24 hours prior to EACH APPOINTMENT.
2. All people entering our office must be wearing a mask. We are only able to stock enough disposable masks for the use of our staff, so we ask that each person brings their own.
3. All people entering our office will have their temperature taken (no-touch forehead thermometer) and will be provided with hand sanitizer to use.
4. Our reception area will be closed. This means we will ask that patients wait in their car (or on one of a few benches in the building lobby) until their treatment chair is ready. Please arrive 5 minutes early and call the office when you arrive (206) 525-1665. While you wait, please fill out the wellness survey if you have not already completed it.
5. Only the patient is permitted in the office. We will make exceptions for the younger patients or those who need special assistance. In that case, one adult may accompany the patient – this person will also be asked to complete the wellness survey, wear a mask, and have their temperature taken. Please no siblings or other guests. Though my favorite part of our office is the family atmosphere, right now we have to love the whole family from afar.



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6. “Socially distant scheduling” will unfortunately make finding the perfect appointment time a little more difficult. Due to the need to stagger start times and extend treatment times, we will not be able to honor many existing appointments over the next few weeks. We will be calling you to confirm the change in time and/or date. We understand many of our patients are concerned about not having been seen in our office for some time. We empathize 100%, and so we will be working very hard to catch up on over 1500 missed appointments. We will have to address urgent concerns, emergencies, and active disease as a priority. We are committed to getting everyone back on track. If you or a family member have underlying medical conditions that put you at higher risk for complications from communicable diseases, please call or email our office to discuss options that keep you safe.

7. Per the plan outlined by Governor Inslee, we are still in Phase 1 of the COVID-19 Mitigation Plan. We therefore cannot see patients for purely elective procedures. Until Phase 2, we can only see patients with urgent or emergent needs. We have to prioritize patients with a disease process that if not addressed in a timely manner could compromise their health. Examples of priority: active periodontal disease or active decay (cavity). Routine cleanings may need to be rescheduled and we will have catch up days available once we enter Phase 2-3.

8. We have invested in multiple medical-grade air purification units, which also have UV/electromagnetically-enhanced HEPA filters. Our air purification rate with these units exceeds the CDC’s best practices for health care settings (6-12 air exchanges per hour with 99.997% pathogen elimination).

9. Our already rigorous sterilization and disinfection program 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 are current with 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. Our staff is undergoing extra training to safely work in our new environment, and have the full protections recommended by all regulatory bodies. The staff and I will also undergo daily temperature checks and screening questions to monitor our own health.

10. Some appointments are easy to conduct virtually. This will not only save you a trip, it promotes social distance. You may request a virtual appointment for some



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appointments (i.e. Invisalign tray checks, tissue checks, preliminary diagnosis) if you would feel more comfortable working remotely with us for the time being. Please don't hesitate to call us to find out if this is a good option for you.

Please do not hesitate to contact our office to discuss any questions you may have about our new health and safety policies. We sincerely look forward to seeing you again very soon. We are still working through our missed appointments to reschedule everyone one week at a time, you will get a phone call from our office to discuss a new date and time if you haven't already heard from us. Please don't forget to return the wellness survey and treatment consent that will be included with your next appointment reminder.

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

Sincerely,

Drs. Carpenter, Erke, and White, and the entire Springbrook Dental Team