

# EAST AURORA family dentistry

Callie Williams, DDS • Robert J. Meisner, DDS

At EAST AURORA Family Dentistry, our community is at the heart of everything we do. We value the safety of our patients, our team and our community. As the Coronavirus (COVID-19) begins to have a greater impact on our community, we wanted to share with you the steps we are taking to ensure your health and safety remain our top priority. We will continue to follow direction and recommendation from the Centers for Disease Control and Prevention (CDC) and American Dental Association (ADA).

As always, EAST AURORA Family Dentistry has and will continue to practice Universal Infection Control Precautions. These include proper hand washing and sanitation by all team members, the use of Personal Protective Equipment (gloves, masks and protective eyewear), disposable barriers, proper sterilization of instruments and materials as well as sterilizer monitoring, surface sterilization and decontamination (chairs, counters, furniture) with an EPA registered surface disinfectant approved for use against COVID-19. We follow these protocols on a daily basis and between each and every patient.

Due to the rising concern of the COVID-19 pandemic, we are taking additional precautions to keep our office clean and safe for our patients and team.

We have removed all magazines and reading materials from the waiting room and shut down our coffee station and waiting room refrigerator. All common areas such as lobby area door handles, chairs and tables, reception counters, credit card machines, pens, bathrooms, etc. are being cleaned and disinfected multiple times per day.

In accordance with the CDC's recommendation of social distancing, we are asking that you arrive as close to your scheduled appointment time as possible in order to minimize congregation in our waiting room. We are also offering you the choice to wait in your vehicle until we are ready to take you back to a treatment room. If you choose to do this, kindly notify our office via phone call or text when you have arrived to the parking lot, and we will contact you in the same manner to alert you when we are ready to seat you.

In accordance with the ADA's recommendations, we will be providing all patients with a 1% hydrogen peroxide rinse prior to each procedure.

Lastly, we are screening patients for recent travel history, contact with someone who has been diagnosed or is under investigation for COVID-19, fever, cough and/or other symptoms of being ill.

We are taking this ever-changing health issue very seriously and will continue to monitor the situation by following guidelines and recommendations from the CDC and ADA.

Sincerely,  
Dr. Callie Williams

Know your dentist

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