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Valued Patients,

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.

We are happy to announce that Governor Brown last week released dental offices to resume routine patient care starting May 1st 2020. We will be slowly opening the office during the month of May with a modified schedule. If you were previously scheduled for a procedure or cleaning during the time we had to remain closed the front office will be reaching out to get you scheduled sooner. Please feel free to reach out to us directly either via phone 503-641-3550 or email info@360dentistry.com to move up your appointment.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office 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 follow 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 agency's recommendations.

You will see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you beforehand to ask some screening questions.
- Do not arrive to your appointment more than 5 mins early.
- We ask that you please wear a mask when you come in for your appointment.
- You will have your temperature taken when you arrive to the office.
- We have hand sanitizer that we will ask you to use when you enter the office.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We ask that you update your health history from home. Visit www.360dentistry.com, Patient forms, Form 5 Health History Update (current pt), Enter your name and today's date.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- We ask that you do not bring children, family members or additional people to your appointment.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice.

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. Michelle Crocker, Dr. Megan Hays and the entire 360 Dentistry Team