



June 2020

I hope this letter finds you and your family well. This has certainly been an unsettling time for all of us. Hopefully it will resolve soon.

We will be re-opening our office June 1, 2020.

Due to the COVID-19 pandemic, our staff will be taking the following steps for your safety:

1. When scheduling new appointments or confirming existing appointments, our staff will be asking you a series of questions concerning your health. If you are currently not feeling well or if you have been exposed to someone that is not feeling well, we ask that you postpone your dental appointment to a later date.
2. We ask that you arrive to your appointment by yourself. Do not bring friends or other family members inside with you. Other people who must come with you will need to stay in the car or wait in the lobby of the main building. Of course, a parent may accompany his or her minor child.
3. Upon arrival to our office, we ask that you remain in your car. One of our staff will call you on your cell phone when it is time to come in for your appointment. They will meet you at the door to enter our suite. We are taking this step to reduce traffic in the office.
4. Before you enter the office, you must be wearing a mask (ie: mask, scarf, bandana, etc). If you do not have a mask, you will need to postpone your appointment to a later date.
5. At the entrance of our suite, a staff member will take your temperature. Any patient that has a temperature above 100 degrees will be asked to postpone their appointment to a later date. We will also be taking temperatures of all employees at the beginning of each workday. Employees who present with a temperature above 100 degrees will not be allowed to work until 14 days after the fever has resolved.
6. We will ask you to fill out a form letting us know whether you or any member of your household has flu-like symptoms or has been diagnosed with COVID-19. If so, your appointment will be postponed to a later date. We will also need to know whether you or any member of your household has traveled outside of North Carolina in the last six weeks.
7. When you come into our suite, you will be given hand sanitizer to sanitize your hands. You will be asked to rinse with hydrogen peroxide.
8. While you are in the office, you may observe members of our staff preparing and cleaning treatment rooms, equipment, and supplies to lessen the spread of COVID-19. We are frequently cleaning common areas as well throughout the day.
9. Although we have ordered extra personal protective equipment, there are delays in shipment as well as shortages. We are, however, doing the best we can under the circumstances to obtain the equipment. **There is a \$10 surcharge per patient for the PPE.**
10. We have removed most chairs and all reading material from the patient waiting area so that we can keep that room as clean as possible. Our patient restroom will be closed. There are restrooms available in the hallway of the main building.

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11. During this time, patients and staff should limit physical contact to the care needed for treatment. Please don't be offended if we do not shake your hand or give you a welcoming hug or pat on the back.
12. We cannot guarantee a specific doctor will be available during your hygiene examination. New guidelines due to COVID-19 make it impossible for a doctor to stop during a surgery to check a hygiene patient.

While we are doing everything we can do to limit the spread of COVID-19, scientists are learning more about the virus every day. No one can guarantee that his or her home is virus free. In addition, dental care, by its nature, results in spray that can linger in the air for hours. That spray can transmit the COVID-19 virus.

We ask for your patience and understanding in the weeks ahead as our staff reaches out to you to reschedule the hundreds of appointments that had to be canceled in the last two and a half months. We will be working very hard to try to accommodate you as best as we can. We will appreciate you being flexible and punctual with your appointments. We have established some new scheduling protocols. We are currently in the process of rescheduling the patients whose appointments were canceled first. At Dr. Jackson's request, please do not make demands to see a specific dentist as our entire schedule changes daily.

We all look forward to seeing you and wish you and yours good health during these times.

Sincerely,

Dr. Susanne Jackson, Dr. Tammy Samuelson, and Staff