Dear Patient:

We hope this letter finds you and your family in good health. The last few months have presented challenges, but we are ready to serve you again. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice. Our infection control processes are made so that when you receive care, it’s both safe and comfortable. Our office follows infection control recommendations from the 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.

You may 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. You’ll be asked those same questions again when you are in the office.
* We ask that you wear a mask to your appointment as supplies for PPE is still running low.
* We will take your temperature prior to entry for your appointment.
* We have removed magazines and other objects from the waiting area and exam rooms, as these 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 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 come alone, unless you are unable to do so.

We look forward to seeing you again and are happy to answer any questions you may have about our processes. To make an appointment, please call our office at <office number> or visit our website at <insert web address here>.

Thank you for being our patient. We value your trust and loyalty and look forward to keeping you safe.

Sincerely,

<Insert Practice Administrator Name>