

## To Our Valued Patients:

In light of the new developments related to Coronavirus, COVID-19, we know that you have some questions. Your safety and well-being are our top priority. We want to assure you that we at Christine D. Laster, DDS are prepared to take care of our patients and have the resources to prevent the spread of infection. We will continue to use our universal precautions, which include the use of mask, gloves, surface barriers and disinfection procedures as per OSHA and CDC guidelines. We will be making a concerted effort to keep all patients a minimum of 6 feet away from each other at all times and ask that you help with that. We ask those with access to our facility to practice heightened levels of hygiene. To facilitate we offer hand sanitizer and liquid soap for hand washing. Places that have employ strict **social distancing** have been effective at containing the Coronavirus. In practicing social distancing, we want to limit bodies in the reception area and operatories. If parents or family members can stay in the car please do so. If you prefer to wait in the reception room please maintain a distance of 6 feet from another guest. We will keep tissue near the door handle to prevent touching the handle. If it is touched, we will disinfect it.

Common use toys, books, complimentary coffee will be temporary removed from the facility. Bottled water will be available upon request.

The symptoms of COVID-19 are similar to other respiratory illnesses like the flu. Effective immediately, if you have a fever, we ask that you reschedule your appointment once you are completely fever free for 24 hours without the aid of fever reducing medications such as Tylenol (acetaminophen) or Advil (ibuprofen). If anyone in your household recently has had a fever, we also ask that you reschedule your appointment(s) until everyone is fever free without medication. If you have a cough, runny nose, sore throat, or generally don't feel well, please reschedule. If you have been exposed to someone exhibiting cold or flu-like symptoms please reschedule. If you have traveled outside the United States, have been on a cruise, or have been to an area that has had a high infection rate, we also ask that you reschedule.

Please know that just as we ask you not to come to the office in the case of active or recent illness, we will be taking the same precautions with our team members as well. This precaution could necessitate a need to reschedule appointments on our end. Our office is sanitized as a part of our normal business operations; we are increasing the frequency in our common areas (reception area) as an extra precaution. Any surface that is touched by hand will be wiped. Coronaviruses are reported to be easily killed by disinfectant products. We also are asking patients the recommended CDC survey questions to help ensure your health and safety. We have one simple objective: keeping our patients and team members healthy and safe.

As the news is fluid, we are monitoring the CDC and the NCDHHS daily. We will remain open until further notice or mandated by the CDC and the NCDHHS.

Drs. Laster, Hunt and Team

Centers for Disease Control Website: <https://www.cdc.gov>

NC Dept. of Health and Human Services: <https://www.ncdhhs.gov>