Dear MCHD Dentistry 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.

Infection control has always been a top priority for MCHD Dentistry and you may have seen this during your visits to our office. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

MCHD Dentistry 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 to make sure our infection control procedures are current and adhere to each agencies’ 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. You’ll be asked those same questions again when you “check-in”.
- When you arrive at MCHD for your appointment, please STAY IN YOUR CAR, call our office 304-598-5108 to “check-in” for your appointment. This will help minimize people sitting close together in our waiting room. Our front office team will update your information and process any payment required for the appointment over the phone. This is called “contactless payment” and you may have used it the last few weeks at other businesses.
- Appointments will be managed to allow for social distancing between patients. That might mean that you’re offered fewer options for scheduling your appointment.
- Our staff is going to be wearing additional personal protective equipment (PPE). Rest assured, behind the mask, eyewear, faceshield and gown are the same friendly people you have trusted with your dental care in the past.
- As a safety measure for my team, we will check your temperature when you arrive. As a safety measure for you, we will be checking temperatures of all my team daily.
- The WV Board of Dentistry has provided all dentists in WV with a “Supplemental Informed Consent” for patients to sign prior to treatment. Our team members will review and answer any questions you have. We will provide this form at your appointment for your signature.

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. To make an appointment, please call our office at 304-598-5108.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

[Signature]

Dr. Dan Carrier and the MCHD Dentistry Team