



Dear Smile Shoppe Pediatric Dentistry Families,

We miss you and are excited to be going back to doing what we love: helping kids have beautiful and healthy smiles! We plan to open our office back up on May 18th slowly, and in a limited fashion. Our office will follow, as always, the strict 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 have installed air scrubbers for the whole office and are using air filters in the areas where there are more likely to be more aerosols.

With the Coronavirus pandemic, there will be some noticeable changes in your child's dental appointment over the next few months:

- Upon arrival to your child's appointment, rather than coming right in, we ask you to please text the Receptionist at **479-269-4369** and let them know you have arrived. They will then text or email you brief health-screening questions concerning fever, shortness of breath, cough, loss of smell/taste, and whether you've had contact with anyone confirmed positive for COVID-19.
- Please wait inside your car, until you are invited in via text.
- In an attempt to minimize close physical contact with other parents and children, we would like to encourage parents of children older than age 6 to escort their child into the appointment but then please wait in the car until the appointment is finished. We will then call or text you to have you come in to review the examination findings.
- We will be taking the temperatures of every child and caretaker upon arrival, with a touch-less, hand-held thermometer.
- If you do stay with your child during the appointment because they are very young, please limit the visit to one parent and no siblings unless the siblings have an appointment. All parents and children **must bring and wear a mask in our office.** We cannot provide you with a mask, as they are in limited supply, so please bring one from home.
- In order to minimize aerosols in the practice and keep everyone safe, we will not be regularly using the "spin brush" to polish your child's teeth during their cleaning appointment for the time being. We will clean your child's teeth with hand instruments.
- The reception room and office will appear more bare, removing the temptation to touch common toys and magazines.

- Appointments will be managed to allow for more distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.

These changes are not easy, but necessary for everyone's safety. We want to err on the side of caution. Thank you for your patience, your trust, and your loyalty. We have certainly never envisioned a world or a practice like this, but we hope to conquer these challenges together with your help so that one day soon, this will all be just a "distant" memory we can share with our grandchildren.

Sincerely,
Dr Jeff Rhodes and the entire Smile Shoppe Team!