



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 our practice, and you may have seen this during your visits to our offices. Our infection control processes are made so that when you receive care, it is both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office 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 so that we are up to date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff.

- Both the Roanoke and Daleville office will open on May 4. Our Vinton location will remain closed until we complete renovations at that facility. Vinton patients will be accommodated at the Roanoke and Daleville offices.
- Our office will communicate with you beforehand to ask some screening questions. You will be asked those same questions again when you are in the office.
- When you arrive in the parking lot, text the Roanoke office at 540-986-5202, Daleville 540-986-8013, remain in your car until the office contacts you.
- Only the patient with an appt. will be permitted in the office. All others should remain in their vehicle (certain exceptions will apply).
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- We are asking you to wear a mask when you come to our office.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those 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 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 Roanoke 540-989-1170, Daleville 540-992-1004 or website at <https://dentistroanoke.com/>

Please update your patient medical history form or new history form on-line before you arrive:

Roanoke <https://patientregistration.denticon.com/?P=3185&O=101&PT=0>

Daleville <https://patientregistration.denticon.com/?P=3185&O=102&PT=0>

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

Sincerely,

Drs. Cross, Lavinder, Quinn, Park & Associates