

Dear Valued Patients,

As we are approaching our second month of “reopening” since our COVID-19 mandated shutdown, I’d like to take the opportunity to update you on the practice.

First and foremost, it has been great to see so many of you and hear that you all are doing well during this pandemic. The staff and I have enjoyed reconnecting with you, and I believe we all enjoy feeling a sense of normalcy. I have appreciated your compliments and positive feedback, and we will continue to strive to provide you with a safe and comfortable environment.

As many of you have already experienced, we have implemented our new protocols that you can find on our website or that have been explained in our previous email, and we will continue to operate with the new protocol until further notice to maximize safety and care. Learning from the first two months and listening to your feedback, I’d like to remind you of some highlighted protocols that will help to make your appointment smooth and efficient.

1. Please fill out all necessary forms before your appointment. They will be sent via email or text. This will include your COVID-19 screening form and a medical history update. If you cannot receive email or text, then we will bring out a paper copy to fill out while you wait in your car to avoid multiple people in the reception area.
2. Please arrive 5-10 minutes early to your appointment, especially if you cannot fill out forms ahead of time. There are limited times available for appointments and arriving on time will ensure we can continue social distancing without running into another patient’s scheduled time.
3. When you arrive at the office, please wait in your car and call right away to let us know you have arrived. Once the room is ready, we will call you in to take your temperature and escort you to your room. If you do not have a mobile phone, please approach the door so we can check you in and then return to your car and we will come out to get you once the room is ready.
4. Clackamas County has required that you wear masks when entering a public indoor business. We have been practicing this since reopening, but we will continue to adhere to the mandate. Please wear your own mask to your appointment. If you do not have a mask we will provide one to you upon entry.
5. We will need to add a PPE fee of \$7 to every visit to offset our dramatically increased supply costs. We will bill insurance companies for this charge, but you will be responsible for payment in the event they do not pay.

I am very proud of the steps that we have made to blend safety with the exceptional service and care. If you know someone looking for a permanent dental home, please know that we are available and ready to serve them just as we continue to serve you all during this unprecedented time. We wish you well and look forward to seeing you soon.

Sincerely,  
Dr. Nicholas Dose