

5/19/2020

Important Updates
From your friends at Mill Creek Children's Dentistry
Regarding COVID-19

To our Mill Creek Children's Dentistry Family,

We are so excited to begin seeing patients again in our office! We have missed all of you and can't wait to catch up and finally resume providing care for our wonderful families. We hope that you, like us, are healthy, have completed all household chores that you have been putting off for years, and have taken this time to reconnect with your families. Personally, I have discovered things in my garage that I had hoped I didn't still have.

We will begin seeing patients on May 18th. Most of these appointments are already scheduled, and we will do the best that we can to keep on schedule, but please be patient with us as we acclimate to new policies that are designed with only one goal in mind: maximizing safety in our office.

Please read these policies carefully, and if you have any concerns, questions, limitations or need special accommodations, feel free to call us at 425-338-9773 and we will do our best to meet your needs while keeping everyone safe.

What to expect:

- Our office will communicate with you by text or phone before your appointment to ask some screening questions.
- We ask that all persons planning on entering the office wear a mask if available from home for safety of our check-in staff and other patients.
- When you arrive at the building for your appointment, we ask you to WAIT IN YOUR CAR and call or text us at 425-338-9773 to let us know you are here.
- We will call or text you when it is time to come upstairs.
 - For older children, if you are comfortable, please send them to our office (Suite 250) independently for their appointment. We will greet your child at the door and take it from there!
 - For patients in need of accompaniment, please meet us at the office door.
- All visitors will be greeted by staff and have:
 - A quick temperature check: Anyone with a temperature over 100.4° will need to be rescheduled according to Washington State DOH.
 - A review of all screening questions.
- If at all possible, only children that have scheduled appointments, plus ONE guardian per family. **Please** no extra siblings, friends, family members, etc.
- 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.
- 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. Please be patient with us as we "dial in" the best way to do this.

- 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 realize that many of these policies are a huge change from what you are used to at Mill Creek Children's Dentistry. Many things may have changed, but one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority at MCCD, as you may have seen this during previous visits to our office. With our families in mind, we are going above and beyond. You will notice in our office multiple medical grade Medify air filtration units, filtering our office air to a virus-level 0.1 microns; our new aerosol-defeating dividers in the hygiene area; our hands-free doors; and, of course, our increased level of protective equipment!

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. Please call our office at 425-338-9773 if we can help you in any way.

Please be patient with us while we create our new normal. We value your trust and loyalty and look forward to welcoming back our patients, neighbors, and friends.

Sincerely,

Dr. Shenfield and Staff