



17 March 2020

Dear Friends and Family,

Dr. Zaugg and his team have been closely following the emerging events of SARS-CoV-2 (coronavirus) and COVID-19 (coronavirus disease 2019). They have also been implementing the guidelines for dental healthcare professionals given by the Centers for Disease Control and Prevention (CDC), the American Dental Association (ADA) and the Montana Dental Association (MDA).

Dr. Zaugg and his team implement infection control protocols which include: wearing personal protective equipment (PPE), washing hands before entering exam rooms, throwing away disposables after each patient use, sterilizing instruments, and cleaning and disinfecting all surfaces of the exam rooms after each patient. These protocols that are already followed by Dr. Zaugg and his team every day help prevent the spread of COVID-19. To help further assist in the prevention of COVID-19, Dr. Zaugg and his team are taking additional steps to stop the virus.

What we are doing as an office to prevent the virus:

- In addition to our regular cleaning schedules, we are sanitizing common surfaces at an aggressive pace multiple times a day
- We stagger appointments and promptly bring patients to their exam rooms upon arrival, eliminating time in the waiting room
- We have hand sanitizer available in our office for use by all our patients
- Doors are left open when possible to reduce the need to touch the door knobs
- We utilize high airflow to ensure no stagnant air in office and bring in fresh air

You can help as a patient by:

- Arriving on time (not too early) to your appointment to help eliminate time in waiting room
- Minimize amount of people accompanying you to your visit if possible
- Calling ahead and rescheduling your appointment if you are not feeling well (have a cough, fever or shortness of breath), been in close contact within another person who has had symptoms of, diagnosed with or under investigation for COVID-19, or have traveled internationally in the last 14 days
- Feel free to communicate with our office to address any specific questions you may have

These measures are effective immediately and further measures may be announced as we receive more information from local and federal authorities concerning the matter. We hope everyone continues to practice safe measures and good hygiene and continue to make the best of this difficult circumstance.

Sincerely,

Dr. Spencer Zaugg and Team

Visit [www.ced.gov/CORONAVIRUS/2019-NCOV/](http://www.ced.gov/CORONAVIRUS/2019-NCOV/) for the latest information on COVID-19.