

May 19, 2020

Peterson Dental to Resume Elective and Routine Care on May 26, 2020 with New Protocols in Place to Safely Care for Patients

Peterson Dental will resume providing elective and routine care on Tuesday May 26, 2020 in accordance with [Executive Order 20-51](#) issued by Minnesota Governor Walz. Our number-one priority continues to be the safety and wellbeing of our patients and staff.

Peterson Dental has always been diligent with our infection control practices and has maintained up-to-date infection control procedures long before COVID-19. We want to reassure our patients that they continue to be an important part of our daily routines.

Because of the COVID-19 virus, we will be implementing additional protocols to protect all who enter our practice. The protocols are based on guidance issued by the [Centers for Disease Control and Prevention](#), the [Minnesota Board of Dentistry](#) and [Minnesota Dental Association](#) (MDA). We will continue to monitor and adjust our procedures accordingly, as the information and guidelines continue to change.

Here are some of the new procedures you can expect:

- We ask patients to arrive a few minutes prior to your scheduled appointment time and wait in the car. A staff member will call your cell phone and direct you to the front entrance where they will take your temperature and give you a series of health screening questions to answer.
- Patients who are not feeling well, or have an elevated temperature, will be asked to reschedule their appointment.
- Patients will be asked to wear a mask or face covering to their appointment, or will be provided one if necessary.
- Upon arrival patients will be asked to complete a screening document. This is required by the Minnesota Board of Dentistry.
- Patients will be asked to come alone to their appointment. The exceptions are parents/guardians accompanying children, people providing emotional/physical support and translators.
- Patients will be asked to wash their hands before and after their appointment. An alcohol-based hand sanitizer will be provided.
- Visitors will be requested to maintain a 6-foot distance from others while in the practice. To support this social distancing, our waiting room will have very limited furniture and properly spaced chairs.

- Greater time will be allowed between patients to reduce waiting times for you, as well as to reduce the number of patients in our office at any one time.
- Dr. Peterson and team members will wear additional personal protective equipment (PPE), such as: gowns, face shields, N95 masks and scrub caps, during exams/treatment.
- There is still a shortage of PPE across the country. Due to the shortage, Peterson Dental has reduced the available hygiene hours to conserve PPE. This is a very short term solution and we will continue to communicate with our patients as this situation changes.
- Aerosols will be controlled during treatment with the use of High Volume Evacuation (HVE). Additionally, we have invested in your safety with the installation of HEPA Medify air purifiers to each operatory. These medical grade units capture 99.9% of particles in the air down to .1 microns.
- “Sneeze Guards” have been installed to protect our front desk staff.
- Peterson Dental has always taken pride in our office efficiency with all appointments running “on schedule”. Please be patient with us during this time as we implement our new routines to ensure everyone’s safety.

Dr. Peterson and his team members have made extensive preparations to the office to ensure your safety and wellbeing while in our care. As we carefully return to providing dental care, Peterson Dental will operate under new interim hours so that we may stagger room use and thoroughly clean the air in treatment rooms between patients. While the hours appear to be plentiful, the results of the need to stagger appointments are that we are only functioning with half of the available dental chairs.

Interim Hours:

Monday 12:00 PM - 7:00 PM

Tuesday 7:00 AM - 4:00 PM

Wednesday 7:00 AM - 8:00 PM

Thursday 7:00 AM - 8:00 PM

Friday 9:00 AM - 1:00 PM

The interim hours will result in a reduced capacity of patients, as well as the need to adjust previously scheduled appointment times. We understand that many of our patients may fall behind on their routine care and while it is not ideal, the vast majority of you will not have long term consequences from a delayed dental cleaning. We cannot anticipate what this virus holds for the immediate future through this dynamic situation. It is possible we could be forced to close down again if required by the state to do so in

response to a second surge of COVID-19. We want our patients to know that we will do our best in this unprecedented time, to accommodate all of the changes.

We also want to express a deep gratitude for the graciousness we have experienced from our patients as we have had to reschedule previously planned appointments.

It is truly heartwarming. Thank You!

We want to ensure you can feel comfortable visiting us at your next appointment. As always, if you have any questions, please do not hesitate to contact our office.

For additional information about COVID-19, get the latest reports from the [Centers for Disease Control and Prevention](#) and the [Minnesota Department of Health](#).

Sincerely,

Dr. Peterson and the Peterson Dental Team