



To All Our Patients:

During this extraordinary time in our country, state, and community, we must all resolve to work together to fight the Covid-19 virus that has so significantly impacted our daily lives.

As recommended by the CDC (Center for Disease Control), the best-known way to eliminate the spread of the virus is for people not to gather in groups. If we, as a community, simultaneously help each other not to congregate, we will put a significant dent in the spread of this virus.

As a result of the CDC's recommendation, the state of Arizona has now closed all schools until March 27. Our towns of Green Valley and Sahuarita have similarly closed many group gatherings.

Yet, during this time, we are also trying to maintain some sense of normalcy in the midst of so much uncertainty. How do we balance trying to maintain this everyday normalcy while, at the same time, minimizing any group gathering?

My team and I at Legacy Smiles have been hard at work trying to find the balance between the safety our patients and the need for normalcy—in this case, keeping your dental appointments.

For the safety of you, as our patients, and our staff and their families, please be patient with us as we implement these new practices and protocols.

- **WE ARE OPEN!**—Until otherwise stated, we are currently OPEN for business, with our standard operating hours. Any potential adjustments of hours we are open will be communicated as necessary and without delay. Existing patients and new patients are welcome, if they are free of any symptoms of illness.
- **OUR NEW “PARK & CALL”**— When you arrive for your scheduled appointments and are sitting in your car, we kindly request that you call our front desk at 520-625-0131 to inform us that you are waiting outside. The reason? To avoid having patients and companions wait together in our reception room. Because of this new system, we are also allowing a little extra time between appointments to minimize waiting times and to allow for extra sterilization and infection control measures.
- **HOW DOES “PARK & CALL WORK?”** Upon receiving your call, one of two things will happen:
 1. We will immediately come out to get you and escort you directly to your chair.
 2. **OR**—Once we are ready, we will call you back as soon as your scheduled treatment room and chair are completely disinfected. We will then come out to escort you back.

- **EXCEEDING STANDARDS IN STERILIZATION**—Our **STANDARD** sterilization and infection control practices already exceed all state and federal guidelines, including the elimination of all infectious viruses and bacteria . . . and COVID-19 is no exception. In addition, we are taking extra measures to protect you, including “double wiping” treatment areas and common countertops, doors and restrooms after each patient, and hourly regardless of patient volume.
- **RESCHEDULING IF SICK**—If you or someone in your family is currently or has experienced ANY symptoms of illness (including fever, cough, or flu-like symptoms) during the last 14 days before your scheduled appointment, please notify us as soon as possible.

If you are advised by a health care professional to “self-quarantine” yourself due to recent travel OR potential exposure to COVID-19, OR others who have had potential exposure to the virus, please notify us as soon as possible.

We will happily reschedule your appointment to a future date at least one week after the end date of your self-quarantine period.

- **MONITORING MY DENTAL TEAM**—My entire dental team, including myself, are under strict orders to monitor our own health and any potential symptoms of illness. If anyone from my team experiences any symptoms of illness, each affected person must self-quarantine away from the office for a period of at least 2 weeks after the latest reported date of being symptom free. **NOTE:** Our schedule may need to be adjusted according to available doctor and/or staff members if this situation arises.
- **HELPING OTHERS**—If you happen to know of any family members, friends, co-workers or neighbors who are unable to see their own dentist because of limited availability, AND they have been symptom free for at least 2 weeks, we would be happy to see them for any necessary or requested treatment in our office subject to appointment availability. We will also happily refer them back to their regular dentist after completion of their requested dental treatment. Our purpose here is to help others in our community during this crisis.

If you have any questions, please do not hesitate to call our office at 520-625-0131

Your health and safety, and those of my staff, are my utmost concern. Working together, we will push back against the spread of Covid-19 and be the stronger for it.

To all my patients, and to all your family and friends—please stay healthy, safe, and calm. Wash your hands, cover your coughs, and look out after one another. If you know someone who lives alone, check in on them. If we all work together as a community, we will all pull through together—as a community.

With deepest regards,

Dr. Dawnie Kildoo and the Legacy Smiles Team