

Hello to our wonderful patients!

We hope our letter finds you and your families doing well during these unprecedented times.  Our community, along with the rest of the nation, has been through much over the last few months!  We are looking forward to re-opening our dental office next Wednesday, May 20th.  While many things have changed, one thing remains constant:  our commitment to your safety and health.

As you know, being our patients, infection control has always been a top priority in our practice. Dr. Greiner has always provided the best of care, which includes your safety and comfort.  Due to the COVID19 outbreak we felt it would be helpful and bring a little peace to you when returning to our office knowing we are not only following but exceeding the guidelines of the American Dental Association (ADA), U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA).  We have always and will continue to follow the activities of these agencies so that we are up to date on any new rulings or guidance that may be issued.

You will see and experience a few changes when you come in for your next dental appointment.  We made these changes to protect you and our staff. As time goes by, we may modify our safety protocol based on guidelines recommended by the above-mentioned agencies. We do apologize for changes with scheduling appointments.  It is required due to the new guidelines.

* We will be emailing/texting you with the new COVID19 questionnaire, which must be signed and submitted prior to your visit to our office.  You will then be asked the same questions by our hygienist or dental assistant prior to being treated.
* We ask you to text us once you have arrived at office. Please stay in your car until we text you back that we have your room ready for you.
* We are unable to provide you with a personal mask, so you will be responsible to provide your own.
* At this time, we are unable to have anyone come into the office if they do not have an appointment, unless you are the parent of a small child who is being seen.
* We have set up a sanitization area at the front door.  Our hygienist or dental assistant will meet you there, take your temperature, and ask you to use the hand sanitizer.
* Appointments are being managed to allow for social distancing between patients.
* We are modifying our confirmation process for your dental appointment as well.
* For pre-scheduled hygiene recall appointments, you will continue to receive an email/text two weeks prior to your scheduled appointment.
* It will be your responsibility to confirm your appointment, as we will no longer be able to contact you due to the additional requirements placed on our front office staff.
* **You** may know you have an appointment, but **we** do not know if you do not confirm.
* If we have **not** received a confirmation two BUSINESS days prior to your appointment, we will be forced to reschedule your appointment.  This will allow another patient to be seen, who has been on a waiting list.
* Once we have scheduled you for restorative treatment with Dr. Greiner, that will be considered a confirmed appointment and you will not be contacted again, except by automatic reminder the day before.
* There will be a charge of $100 (per scheduled hour) for any cancellations with less than 24 hours’ notice.
* You will be sent forms to sign via email/text to eliminate as much actual paperwork as possible.
* As a result of possible financial hardships due to stay-at-home orders from Governor Inslee, we are working on new ways to assist you with financial payment options.  We want to help you receive timely treatment.

We will happily answer questions you may have about the steps we are taking to keep you, and every patient, safe in our practice.  Please be patient as Jan is the only one at the front desk.  She will get back with you as quickly as possible. Email and text are also great ways to reach us.  We will respond as quickly as possible.

Thank you for being our patient and trusting us with your oral health!  We value your loyalty!

We are all looking forward to getting back to the office and seeing you, our wonderful patients, and truly apologize for the inconvenience.  We do miss you! 😊

Dr. Greiner and staff