

All -

We are living in an unprecedented time and all of us here and abroad are being asked to suspend nonessential operations to support those that are on the forefront of this outbreak. After guidance from several national and state bodies, we have made the very difficult decision to suspend all non-emergency and elective dental care effective Wednesday, March 18.

Our tentative plan is to resume elective care for all patients on Wednesday, April 1. Given that, employees should plan to report back to the office on Tuesday, March 31, to restart operations in preparation of April 1, knowing this date may change.

Doctors, please take into consideration that there may be a three week pause in providing care, and use discretion to finish incomplete treatment (i.e. insert crown if patient is in temporary).

Office teams, please report to work on Tuesday, March 17, and complete urgent patient care. Teams should also plan for the discontinuation of elective patient care and office managers should reschedule procedures including but not limited to:

- All routine hygiene appointments
- Recall visits for periodontally healthy patients
- Delay all appointments for high risk patients, including ASA 2 and 3 patients, unless it is an emergency
- Initiation of any crowns, bridges, or dentures that do not address or prevent pain or restore normal oral functioning
- Extraction of asymptomatic non-carious teeth
- All cosmetic or aesthetic procedures, such as veneers, teeth bleaching, or cosmetic bonding
- Any orthodontic procedures not including those that relieve pain and infection or restore oral function or are trauma-related

We acknowledge that this is a difficult time for everyone. We greatly appreciate all of your help, and together we will successfully navigate this unprecedented situation.

We will follow up with additional communication and direction. Please be sure to check your company email for updates.

Thank you.

A rectangular box containing two handwritten signatures in black ink. The signature on the left is 'Elizabeth Rydell DDS.' and the signature on the right is 'Steve Spellman'.

Dr. Elizabeth Rydell, CDO

Steve Spellman, CEO