

Team –

The last several days were previously unimaginable. As you know, on Wednesday, we temporarily suspended operations across all our practices to protect the health and safety of our team members and patients. Taking this action impacted all of us and our families in different ways. It's a very difficult time but we do believe that this decision was in the long-term best interest of our people, community and company.

We have also temporarily reduced staff in the support center as a necessary step to ensure the viability and success of our company. If you make a request from someone in the support center who has been impacted, you will be redirected to another team member who can help.

We also want to make sure you are aware of new resources and information that are now available.

Employee Website

With the number of communications that have been sent over the last several days, we have created a website for employees that can be accessed from any computer or mobile device. You will also find the most recent updates regarding benefits for furloughed employees, clinical information, patient communications and COVID-19 resources. Please bookmark this link <https://midwest-dental.com/employees> and check back frequently for updates.

Added Precautionary Measures

Clinicians who treat multiple emergency patients a day, please consider changing your gown more frequently to prevent cross contamination.

Locking Treatment Notes

In the event that emergency care is provided to a patient, please be diligent in completing and locking the treatment notes for each patient before leaving the practice. We recognize there may be some notes that remain open from recent days, and we don't expect anyone other than the provider of care to complete open notes. Additional information will be provided in the future related to any notes that were not completed before practice operations were discontinued.

Doctor Access to DentalVision

Doctors received an email earlier this week with instructions for using N-Central to access DentalVision remotely. In case you missed it, these instructions were resent today. This should make it easier to provide emergency care.

Personal Protective Equipment (PPE) Donations

Several states and local communities are calling for PPE donations. Please do not make donations from the office. Instead, we are centralizing these requests. Please send requests to Cheyenne King cking@midwest-dental.com. We will be making a company donation to support those on the forefront of this crisis.

The situation is fluid and new information is coming out daily. We will continue to assess our April 1 date to resume operations. Again, these are unprecedented times but we are in this together. We all must do our part to flatten the curve and that means sacrifices which we hope will be short lived. We make all

decisions with you and your family in mind, and we don't take a single decision lightly. Everything we do together will help get us through this, and we look forward to returning to normal as soon as possible.

Thank you and take care,

Handwritten signatures in blue ink. The first signature is a stylized cursive 'S' followed by 'teve'. The second signature is 'Dr. Liz' in a more legible cursive script.

Steve

Liz