

Team -

Since March 16, I have been sharing news with you about our temporary suspension of operations. That all changes today. I am excited to share we successfully opened six practices this morning including three in Kansas and three in Indiana. Patients were ready to receive care and happy to be greeted by the practice staff. While most of our practices remain closed, today is a significant step in moving our organization forward and serves as a model to how we operate in this new environment.

As many of you know, more states and dental boards are beginning to provide guidance on the reopening of dental practices. We understand the desire to reopen and will proceed in a deliberate manner with the safety of you and your patients leading all of our plans.

With this in mind, we are already preparing for our second wave of practices to reopen on Wednesday, May 13. In wave two, we are reopening 30 practices including select offices in Indiana, Missouri, Ohio and Wisconsin.

Our process for reopening a practice takes about two weeks. It begins once we receive guidance from the state and local dental boards. We then work to make sure local teams have the information needed to confidently provide care in a healthy and safe environment. This includes working closely with our doctor and office manager co-leaders, and confirming that the rest of the staff is ready to return to work.

We then send out the new standard operating procedures, treatment guidance and a comprehensive reopening checklist. It is important that teams in reopening offices have time to review these materials and ask questions prior to the first day back to work. A scheduled town hall meeting prior to the reopening follows where we will further review and prepare. This meeting is critical to learning about the new processes and safety procedures. Attendance is strongly encouraged. Once the team returns to work, there will be another opportunity to review materials and address questions.

Prior to reopening, each office receives a shipment of personal protective equipment and orders any additional supplies needed for the first couple of weeks. In addition, each office will undergo a scheduled deep cleaning completed by our janitorial services.

About one week prior to reopening, we will email our patients to share our reopening date and let them know we are accepting appointments. We will reestablish the online appointment feature on the office web page as well. Given the current social distancing measures, there will be several changes with schedules and we want to allow time for offices to build their week-one schedules and to look further ahead and make schedule adjustments as needed.

If the environment is right, we plan to reopen practices in waves over the course of the next several weeks. We anticipate all practices will reopen by the first part of June. That said, we recognize every community is different and dates may be more fluid in some parts of the country than others.

We will update the employee site <https://midwest-dental.com/employees> with reopening dates for each office after we have notified those practices.

Today is our first step back as an organization. I am excited that we have six practices reopened and that our clinicians are providing patients with the care they need in a safe and healthy environment.

We have thousands of patients who deferred care over the last several weeks. As we start to reopen practices we will need to evaluate on how to best accommodate this growing demand. I know that we can meet the challenge.

I am proud of the efforts by all of our employees and teams to reopen practices. I am confident that your sacrifices, hard work, and dedication will get us through this pandemic, and I know we will come out of it stronger than ever.

Take care,

Steve