

Dear friends and family,

I am happy to announce that Eugene Dental Group is ready to open today, May 11, for some dental treatment beyond immediate emergencies. I'd like to share with you some of the changes we've made, what conditions we'll be treating, and our guidelines for slowly opening the practice.

Given that COVID-19 is still present in our community, I don't feel it is prudent to see patients for preventative or maintenance procedures yet. Therefore, our hygienists are not going to begin seeing patients until further notice.

For now, we will be seeing patients who have broken or cracked teeth, cavities, pain, infection or other treatment that would be negatively impacted by waiting longer. We'll also be seating crowns and bridges that we have received back from our laboratory.

We aim to be open Mondays - Thursdays, 8am - 5pm during this soft opening. Dr. Rawlings will be our dental provider. I have a 3-year old whose school has been closed, so I am not yet available. Those of you who have not yet met Dr. Rawlings will find her gentle, highly competent, and caring.

For the health and safety of our patients and team, we ask that you reschedule your appointment if you have any signs of illness: fever, cough, sore throat, sudden loss of taste or smell, or muscle aches. If you've been in contact with anyone with those symptoms or you've recently traveled or failed to isolate, we'll also reschedule you for a later date.

We will have just the essential team members in the office to be able to maintain physical distancing. Those team members will have to log their symptoms and temperatures twice daily and will be sent home immediately upon showing any signs of illness. Patients will wait in their cars, not in our reception area. We will be seeing just one patient at a time. All patients will be asked to wear a mask when not being treated, and will be asked to sanitize their hands upon entering the office and after treatment. We'll be utilizing a hydrogen peroxide mouth rinse prior to treatment and will be placing rubber dams to help reduce infectious aerosols. HEPA filters have been placed in the operatories, cleaning the air at 350cfm. And as always, our disinfection and sterilization protocols meet or exceed all OSHA and CDC guidelines.

We're trying our best to prioritize our patients' needs. We'll be scheduling based on our perceived urgency. If you feel you need to be seen and have not received a call, please call the office at 541-683-8646. If you have a new issue that has not been previously diagnosed, you may be asked to call me at home so that I can do a teleconference with you to determine if you need treatment at our office or at a specialty or medical office. We're trying to efficiently identify where people need to receive treatment, to avoid extra traffic and exposure at multiple offices.

As cases of COVID-19 continue to decline in our community and as we work through any potential pitfalls of our new protocols, we'll start seeing more routine and maintenance patients.

Do not hesitate to call, email or text if you have any issues or questions. We are here for you! We encourage you to continue to physically distance yourself from others outside your home - it is the only way to reduce the spread of the virus so we can all get back to work and routines.

Wishing you health and safety,
Dr. Elizabeth Vivona Dow