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May, 27th 2020

Dear Patients,

At long last we will reopen for hygiene appointments beginning on June 15,2020. As you probably can guess, there is a large backlog of people needing and wanting hygiene appointments. It will take some time to accommodate everyone. We will be seeing fewer patients than normal due to the need to maintain social distancing for safety concerns. There will be no double hygiene days going forward. To compensate for that, we will open for hygiene every other Saturday morning.

Our friend and colleague Laurie Dove has elected not to return at present due to personal considerations. We hope that she will return at a later time if her circumstances permit. Patricia Oddo and Waynette Hill- Cross will resume work as of 6/15/2020. Appointments will be limited in number so it is essential that if you schedule a hygiene appointment that you keep the appointment. Please be a few minutes early to your appointment, wear a mask, expect screening questions to be asked and your temperature taken. If you have respiratory symptoms or feel sick please please call us before your scheduled time and we will reschedule you for a later date. When you arrive, please wait in your vehicle until we call you to enter.

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

Please note that we will follow an enhanced safety protocol in order to minimize danger of spreading infection. We will make use of the KN95 masks, face shields, hair coverings, gowns etc as well as gloves, handwashing and all normal disinfection steps. You should expect an extra fee of 10\$ per visit to cover the extra cost of PPE's that have been mandated. This 10\$ fee will be collected at the time of your visit. This is not optional and everyone is being charged the same, we will attempt to bill your insurance code D1999 to compensate you for this additional charge, however we can not guarantee compensation.

We appreciate your patience and understanding for all of these changes. We value you and do whatever we can to keep you safe and healthy as we attempt to reopen to serve your needs. Please call our office at (301) 948-2728 to schedule appointments or any questions you might have .

Warm regards to all,
Dr.Thomas Glass