

Dear Patients,

First, Columbia Family Dentistry has missed all of our patients and families so much! We cannot wait to see you all very soon! Your health, happiness, and well-being has been at the forefront of our thoughts daily.

Thank you for your patience during this unprecedented time. Patient care is something that is important to us every single day. It has been incredibly hard to not be able to meet everyone's needs due to our mandated restrictions. We hope to address any of your problems or concerns in the coming weeks. We will be slowly be transitioning into seeing patients again on May 6th.

With this, new rules and guidelines have been established to protect patients, staff, families, and the general public. Again, please be patient with us. This is uncharted territory for our entire dental community.

Please read the following carefully!

1. We are limiting the number of patients in the office at all times.
2. At your appointment, pull up and call the office number 931-840-8890. This will be your check in. Wait. We will call you back when we are ready.
3. All family members are to remain in the car. If you are not comfortable allowing your child to come in alone we are happy to reschedule for a later date. Please note, we are unsure when restrictions will be lifted.
4. When entering, the patient's temperature will be taken in the lobby. If normal, they will proceed to the treatment area.
5. We are scheduling additional time for each patient to reduce exposure to other patients. Please be on time. If you are late, you will be asked to reschedule.

6. Patients will be required to wash their hands before and after their appointment.
7. Once the patient is seen, they will return to the car. We will call you at that point and discuss with you treatment that was performed and schedule next visit if needed.
8. Please prepare the children for the changes that they may see. Dr. Wilburn and staff will be wearing additional protective equipment. There will not be patients and family in the lobby.
9. If you need to make a payment for service, please send that form of payment with the patient. We will be happy to provide a receipt. If you feel more comfortable, an office staff member can come to the car and take it for you.
10. If you have been sick within 2 weeks of your appointment or currently have a fever, we will be unable to see you and we will have to reschedule your appointment.