

I hope this note finds you and your family in good health. We have good news to share! We are phasing a reopening focused on ensuring patient safety while we get back to reliable dental care*. As soon as possible we are expanding urgent care and essential services to patients who should not wait to have dental care. North Carolina Social Distancing Guidelines will be enforced in our office.

FAQs

What do I do if I have a scheduled appointment coming up or passed appointment to makeup?

You will be getting a direct call to work out the details of your dental care appointments in our phased reopening. You may also call our office to expedite your reappointment.

I want to be seen for a dental issue, how do I schedule an appointment?

Call our office (252) 633-2207. Teledentistry options are available. After triage we will see emergent dental patients.

I am having a dental problem or tooth concern that is not an emergency. When and how do I tell you?

This social distancing period is a good time to send us an email at newberndent@gmail.com and describe your dental situation, we will plan to address it at your next visit or sooner if need be.

WHAT TO EXPECT WHEN YOU VISIT:

- Visits are by appointment only at (252) 633-2207. We are operating on modified hours.
- We are cleaning and sanitizing equipment and exams rooms with enhanced protocols. Often touched surfaces throughout the office will be cleaned frequently.
- We will call you before your appointment to conduct a health screening.
- Patients should remain in their vehicles until we retrieve them at their appointed time.
- Call to alert us you are here at (252) 633-2207, but stay in your car when you arrive.
- Minor aged patients who need assistance can have one guest who will wait in our lobby area. Do not bring multiple people to your appointment. Our waiting area is temporarily restricted.
- All patients are required to wear a mask, if you do not bring one we will provide one.
- At arrival patients temperature will be taken and screening questions will be asked.
- There will be limited talking by the doctor, hygienists and patients during clinical care. We will be wearing a plastic shield as part of our personal protective wear.
- We will ask you to wash your hands at the beginning and end of your appointment.

We are working hard every day to get everyone back on track! More information will be forthcoming. We continue to monitor this situation closely and make changes as recommended by local, state and national agencies*. We appreciate your help and patience as we restart operations!

Sincerely, Dr. Gong and New Bern Family Dentistry

**American Dental Association Guidelines for Returning to Work, North Carolina Dental Board, Centers for Disease Control.*