

March 17, 2020

Dear Patients,

In light of the concern over the COVID-19 virus, Nail Dental continues to monitor the recommendations, guidelines, and announcements of our trusted sources.

In an effort to help protect the health and wellness of all our patients and staff, we have decided to elevate our office safety precautions for the next 2-3 weeks.

Please be advised that as ongoing developments occur, additional modifications may take place.

Effective, Tuesday, March 17th, 2020

- **For your safety, should you consider yourself in a higher-risk medical category (example: compromised immune system, uncontrolled diabetic, respiratory disease, COPD, etc.) and have a non-urgent or non-emergent appointment in our office, please call to reschedule your appointment.**
 - **If you have experienced in the last 48 hours a FEVER, PRODUCTIVE COUGH, SHORTNESS OF BREATH, or UNUSUAL FATIGUE, OR have traveled outside of the country in the last 30 days you will be asked to reschedule your appointment.**
 - **Elective treatment may be postponed or rescheduled to a later date after a discussion with Dr. Nail.**
 - **ALL patients with appointments please wait in your vehicle when you arrive. Please refrain from walking into the office until advised. We are attempting to keep the numbers of patients to a minimum in our waiting area.**
1. **When you arrive, Call the office phone number: 417-881-1212**
 2. **A staff member will ask you some pre-screening questions over the phone or bring you any routine paperwork/information to fill out.**
 3. **When the room where you will be seen has been cleaned, disinfected, and set up, you will be called or a staff member will come out to escort you inside and straight to your room.**
 4. **Once in your room your temperature will be taken with a temporal scanning thermometer.**

Please be advised that only people with a scheduled appointment who have been checked in as stated above will be allowed inside. Only ONE guardian can accompany the appointed patient, but this individual will also need to undergo the prescreening process. Additional escorts can be approved with permission from Dr. Nail.

- **For those patients that need EMERGENT dental care and have answered "YES" to the pre-screening questions, have a temperature above 100.3, or are medically compromised, Dr. Nail will direct staff members as how to handle your situation.**

We understand these temporary implementations may be quite inconvenient to all. We will make all efforts to ensure you receive your dental care in a safe and timely manner as this situation subsides.

~From Dr. Nail and your Nail Dental Team