

Robin F. Wood, DDS & Associates

Please Read: New Appointment and Processing Protocols:

- A new Screening Form is required before your appointment and will be reviewed by staff and Dr. Wood upon arrival.
- Please call or text the office when you arrive in our parking lot. Please keep your phone ready to receive a call or text when we are ready for you to come into our office so you can be meet your personal care assistant at our front door.
- Your personal care assistant will have the Screening Form ready for your signature, will take your temperature and offer you some hand sanitizer as you enter the practice.
- Our Reception Area will be closed. ***Please be aware that our office is not open or accessible for walk-in traffic at this time. If you have a question or need help we are available by phone and by text at 620-232-1000.***
- Only the scheduled patient will have access to the practice for their appointment. Other family members or parents may wait in their car and the assistant can review the appointment and answer any questions after the appointment by phone. If you have young children one parent can accompany the child to the treatment room and must remain there for the duration of the appointment. No other children without an appointment will be allowed in the practice. For the safety of all of our patients and staff each parent needing to accompany their children during treatment must fill out the Screening Form and go through the same access procedures to enter our facility.
- Upon completion of your appointment we will be handling the checkout procedure in the treatment room instead of at the reception desk in order to meet social distancing issues with this new process. We will take care of payment for your services and schedule your next appointment from the treatment room.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- When your appointment is complete you will be escorted to the front door and offered hand sanitizer before returning to your car.
- We will do our best to make this new system flow as well as possible, but ask that you allow extra time in your schedule and be patient as we implement these new protocols.
- We are implementing many online tools to give our patients greater ease of access to our practice. Please make sure we have an email and text number if you have one and check out these added tools to access our practice online.

Patient Portal Link: <https://oidc.rwlogin.com/PatientConnectAuthentication/RequestRegistration>

Online Forms direct link: <https://forms.patientconnect365.com/14174>

Online Bill Pay Service: <https://rwl.io/p14174>

Our practice will be seeing regularly scheduled patients and have these new appointment protocols that must be followed for the safety and comfort of our patients, staff and doctor. It is important to remember that keeping up regular oral hygiene and dental care helps your immune system stay strong. A strong immune system is your key defense against all kinds of virus strains and disease including heart disease.

Infection control has always been the top priority for our practice to protect our patients, our staff and our doctor. We have always lived in a world of "invisible enemies" around us every day. That is why our practice has always used standard universal precautions and sterilization techniques. Today we are implementing additional recommendations of the ADA and CDC to add another layer of additional protection and protocols for your continued safety and comfort.

Please be aware that some of the new protocols will require additional time and patience while we make sure that everyone is safe so that we can continue to provide excellent care for you and your family. Be prepared to schedule extra time around your appointment for arrival and new access and processing protocols.

Our entire team are looking forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice.

To ask questions or to make an appointment, please call our office at 620-232-1000.

Thanks again for trusting us with your care and we look forward to seeing your smiling faces in our practices soon.

Sincerely,

Robin F. Wood, DDS & Associates, LLC