



## Family Health Network of Central New York, Inc.

Administration  
85 S. West Street  
Homer, NY 13077  
607-753-3797  
607-758-7570 (Fax)

Billing Office  
85 S. West Street  
Homer, NY 13077  
607-753-3798

Cincinnatus Office  
2805 Cincinnatus Road  
Cincinnatus, NY 13045  
607-863-4126

Cortland Family Medical  
4038 West Road  
Cortland, NY 13045  
607-758-3008

Dental Office  
23 Central Avenue  
Moravia NY 13118  
607-344-0052

Marathon Office  
20 East Main Street  
Marathon, NY 13803  
607-849-3271

Moravia Office  
23 Central Street  
Moravia, NY 13118  
315-497-9066

Pediatric & Family Center  
24 Groton Avenue  
Cortland NY 13045  
607-753-3774

School Health Program  
85 S. West Street  
Homer, NY 13077  
607-753-3798

June 10<sup>th</sup>, 2020

Dear Patient:

We hope this letter finds you and your family in good health. Our community has been through challenging times in the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice. Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you prior to your appointment to ask some screening questions. We will take your temperature and ask you screening questions when you arrive at the office.
- Patients will need to wear a mask while in the office. If you do not arrive with a mask, we will provide one to you. We have hand sanitizer available in our office to use as needed.
- 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. This might mean you have fewer options for scheduling your appointment. The increased time between appointments will reduce waiting times for patients and avoid patients in the reception area. It will also provide ample time for us to clean and disinfect the exam rooms between appointments.
- Our dental staff will be wearing more protective equipment during the cleaning or procedure for their safety.

We look 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 make an appointment, please call our office at 607-344-0052.

Thank you for being our patient. We value your loyalty and look forward to seeing you back in our office and making you smile!

Sincerely,

Family Health Network Dental Team