



30 RESNIK ROAD, PLYMOUTH, MA 02360 Telephone: 508-746-8700 office@laneoralsurgery.com

443 ROUTE 130, SANDWICH, MA 02563 Telephone: 508-888-8898

March 18, 2020

To Our Valued Patients:

At Lane Oral Surgery safety is paramount. Safety begins with ourselves and extends to you as our patient, our co-workers and colleagues, our families and friends, and to the community at large.

In these challenging times with many unknowns, we are following the advice of the infectious disease public health experts at the CDC (Center for Disease Control) and the MDPH (Massachusetts Department of Public Health) in order to provide the safest environment for all individuals.

In light of this, we have elected to do the following: All of our communication will be done by phone, text, and email as well as updates on our website.

1. Scheduled surgeries will be postponed and re-scheduled as soon as possible.
2. Symptomatic patients, those with a fever, cough, chest congestion, flu-like symptoms must stay home. You should stay in telephone contact with your primary care office and/or the hospital ER.
3. Emergency patients (those with pain, swelling, etc.) and consultations will be seen on a discretionary basis with the following office protocols in place to ensure the safest possible environment.
 - a. All patients will be pre-screened with a telephone interview.
 - b. Only one person will be allowed in the office unless the patient is a minor (under age 18) when an accompanying adult will be allowed. Anyone with a patient age 18 and over will be required to stay outside the office.
 - c. When you arrive at the office at your appointed time please call or text us and we will come to the front door and escort you in. Our goal is to make your experience as "clean" as possible and we do not want you to unnecessarily touch any surfaces.
 - d. **All** of our staff will be wearing masks and gloves.
 - e. Once inside the foyer you will be offered a mask and gloves to wear if you wish to wear them. This is completely at your discretion.
 - f. We will escort you to a treatment room where we ask that you wash your hands for 20 seconds with soap and water and also rinse with a mouthrinse. If x-rays are necessary you will not have to touch any surface that is not covered.
 - g. Consultation patients will be given all necessary printed materials and will have the option of staying for an in-person discussion or you may choose to leave immediately and we will call you for an audio or facetime consult.
 - h. Any necessary treatment will be rendered as always using CDC recommended standard protocols.
4. Our office is cleaned and sanitized on a regular basis. With the threat of infection from the Coronavirus, we are adhering to CDC recommended protocols exceeding them in order to protect you and ourselves.

If you have any questions or concerns, please do not hesitate to contact me at the office or on my cell (781-724-0460). Please stay safe and healthy. All the best.

William F. Lane, D.M.D.