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To our Valued Patients:

These last several weeks have been challenging for us all. The appearance of COVID-19 in our communities has caused many of you to delay much anticipated care visits and procedures. We appreciate your patience as we focused on preserving emergency resources and on controlling the spread of this unprecedented virus. Thanks to the positive cooperation in our communities, we are now beginning to increase in-person visits, consults, and outpatient procedures.

The Northwest Center for Oral and Facial Surgery and its doctors and staff are committed to ensuring your health and safety. You will notice that we have introduced measures that limit close contact with staff and other patients. We have expanded our telehealth capabilities to allow us to conduct consultations, screenings, and follow-up visits with you from your homes. It is likely that we will continue to re-think how we approach patient contact for some time to come. We hope that you will be flexible as we implement ideas that are designed to keep all of us from unnecessary exposure to disease. If you have questions about what we do or why we do it, please ask us. It is important that you have an environment in which you feel safe and comfortable to receive care.

When you visit our office for an in-person consult or necessary procedure, we want you to be aware of some specific safety measures we have implemented for your protection.

Masking of all Staff, Patients, and Escorts

All people who enter our clinic must wear a mask to protect against COVID-19 transmission. For patients and escorts, these can be cloth face covers or personal masks. We will provide masks to patients and escorts who arrive without their own masks.

Physical Distancing

We have reconfigured our waiting rooms and patient flow to optimize and maintain physical distancing standards with staff and other patients.

Mandatory Daily Screening of OMS Staff

All OMS doctors and staff are required to sign a form every day indicating that they do not have a fever or symptoms of any respiratory illness. Employees who have respiratory symptoms are required to stay home until they have recovered completely.

Proactive Testing Prior to Surgery

All patients will be tested for COVID-19 prior to having a surgical procedure. If a patient tests positive for COVID-19 and if surgery can be safely delayed, it will be postponed until the patient has fully recovered.

Visitor Restrictions

We ask that you do not bring anyone with you when you arrive for a visit. Post-operative escorts for patients receiving surgical procedures will be asked to sign in at the door and leave a phone number to be contacted when the patient is ready to go home. If you require a companion for other reasons, such as translation or disability, please let us know when you schedule your visit so we can accommodate your needs. Otherwise, only the person receiving care may enter our facility.

Hand Hygiene

Creating a safe environment for our patients begins and ends with hand hygiene. Our caregivers will wash their hands with soap and water or an alcohol-based hand sanitizer before and after they interact with you. We have also placed hand sanitizers around the clinic for patient use when entering and exiting our facility.

Finally, oral and maxillofacial surgeons have been on the front lines caring for patients with infectious diseases for more than a generation. It is part of our training to employ heightened precautions to protect from blood borne and aerosolized pathogens. While COVID-19 is a new virus, the notion of protecting both the doctor and the patient from infection and contagion is nothing new to us in our specialty. With the added precautions that we are taking, please be assured that you can proceed with your oral surgery care plan safely and comfortably.

We thank you for trusting your care to us.

Sincerely,



Thomas B. Dodson, DMD, MPH, FACS