



19001 US Hwy 441 Mount Dora, FL 32757  
352-383-9406

Our goal at Smiles By Hazen is to keep our patients and staff as safe as possible. We are proud that we have always exceeded the infection control guidelines of the ADA & CDC. In response to Covid-19, we have added even more safety precautions that are for your protection and safety. Here are the new office Protocols:

1. **Virtual Waiting Room Instructions:** Text the office at 714-30 when you arrive in the parking lot. Please wait in your car until you are notified to come into the office. We are limiting the number of people in the waiting room to minimize contact between patients.
2. **Come alone to your appointment.** If you are a parent of the patient, please do not bring other children, only the patient is allowed in the waiting room. The parent is encouraged to wait in the lobby or the car for the duration of the appointment.
3. **Please wear a mask** into our office, it can be removed when you are in your designated treatment room. If you do not have a mask, a scarf or bandanna will do.
4. **Pre payment processing:** We will be pre collecting all patient co-pays & payments to minimize exposure and reduce patient traffic at the front.
5. **A COVID-19 Pre-screening questionnaire** will be sent to your phone via text from a different number, please complete this as soon as possible.
6. Your temperature will be taken when you are greeted by your dental hygienist, dental assistant or Dr. Hazen. This will be done on every patient coming in.
7. We have had glass barriers installed at the check in and check out areas.
8. **We have new mandates by OSHA and the CDC to protect our patients, this includes upgraded state of the art personal protection equipment and air purification systems for the aerosols generated from the patient's mouth. There is a fee of only \$17 per patient for these new upgrades we have put into use, mandated by OSHA to protect your health.**
9. **If you are sick**, coughing, have a fever, travelled out of state recently, or have been in contact with any COVID-19 patients we ask that you reschedule your appointment for at least two weeks later.
10. If you have any questions or concerns, please feel free to contact us @ 352-383-9406 or email us at smilesbyhazen@gmail.com.

We are so happy to be back in the office taking care of our wonderful patients! We look forward to seeing you at your scheduled visit! If you are a new patient, welcome to our dental family!

Sincerely,

*Smiles By Hazen, PA*