



To Our Winning Smile Dental Patients,

As I am sure you are all aware, the recommendation from the CDC, the American Dental Association, the Illinois State Dental Society, and for the safety of all, Winning Smile Dental Group is only allowed to see emergency patients as defined as pain or swelling. We must follow strict guidelines for a patient to be seen. In addition, please know that many of our excess supplies are being donated to other care facilities in order to help with the shortage of personal protective equipment.

“Updated: March 20, 2020

In order to protect staff and preserve personal protective equipment and patient care supplies, as well as expand available hospital capacity during the COVID-19 pandemic, the Centers for Disease Control and Prevention (CDC) [recommends](#) **that dental facilities postpone elective procedures, surgeries, and non-urgent dental visits, and prioritize urgent and emergency visits and procedures now and for the coming several weeks.** This aligns with the American Dental Association (ADA)’s that dentists nationwide postpone elective procedures, as well the Centers for Medicare and Medicaid Services (CMS)’s that all non-essential dental exams and procedures be postponed until further notice.” CDC website

With regard to business operations of Winning Smile, we have team members working from home with access to phone messages, email and texting to answer and reschedule/schedule appointments as needed after the tentative date of April 8, 2020. It is best since no one is in the office to text or email for a more consistent and reasonably prompt response, unless To Our Winning Smile Dental Patients,

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In addition, I want to take this opportunity to let you know that Winning Smile Dental Group has always practiced, updated and maintained the infection control protocols for our patients and team members according to the CDC and OSHA guidelines. Please know that we to want to feel we have done everything within our power and knowledge to protect everyone in the dental setting.

Please practice safety precautions that you have repeatedly been told. We look forward to seeing you all healthy in the coming months.

Keep Smil'in,
Polly