

May 21, 2020

To all of our wonderful IHC patients,

We miss seeing all of your smiling faces! We hope this letter finds you and your family in good health while we navigate these difficult times. We recognize the unprecedented impact COVID-19 has had on everyone's lives. We empathize with the changes and uncertainty you have all have faced and continue to face each and every day. Like you and your families, our team at IHC has faced many challenges during this quarantine period and we are all looking forward to resuming our normal habits and routines.

While many things have changed, one thing has remained the same: our commitment to your dental health and safety, as well as to your overall health and well-being. We are gearing up to reopen in stages. In the initial phase, we will need to focus on those patients with emergent and urgent dental needs, which means we will prioritize crucial care that was previously postponed as well as treating those conditions that are likely to lead to dental emergencies if treatment is not provided in a timely manner. During this first phase, it will also be necessary to see a reduced volume of patients on a daily basis, to comply with guidelines on social distancing and increased infection control standards from state and national agencies. We appreciate your patience and understanding during this process, and we encourage you to reach out if you have any questions or concerns so that we may do our best to accommodate you. Our main concern, as always, remains your health and safety.

The IHC Dental Department will continue to adhere to state and national regulatory agencies' up-to-date guidances on infection control. We are happy to answer any questions you may have about the steps we are taking to keep you, and every patient, safe while in our clinic. As needed, we will send you more detailed information about our interim protocols and procedures for patient care during our phased reopening. As of now, we expect Phase 2 to begin at the start of July. During Phase 2-4 we will begin to see patients for a wider variety of procedures.

As officials continue to learn more about COVID-19, the information we receive and the guidance on opening for dentistry during this situation can change. We will communicate any changes to you that may affect the dental department phasing process and our clinic operations. Feel free to reach us by phone at 760-749-1410 with any questions or emergency dental concerns. Thank you all so much for your continued support of Indian Health Council and our dental department. We value the trust the community places in us and we strive to continue delivering to you the highest quality of care possible. We look forward to seeing you soon!

Sincerely,  
Your IHC Dental Department Team

