



Dear Patient,

Thank you for your interest in being a patient at the Parkland College Dental Hygiene Program. We hope this letter finds you well. Although our community and the community at large have been through many changes in the past few months, we are looking forward to returning to patient care in a safe and effective manner. More than anything, we are committed to your safety and good health.

The Parkland College Dental Hygiene Program has consistently exceeded the standard of care regarding infection control. It is essential that students and faculty learn, understand and practice the highest standards, and that our patients know that we follow these practices for their safety and their health.

The program follows infection control recommendations made by the American Dental Association (ADA), the American Dental Hygiene Association (ADHA) the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). Any new rulings or guidance are monitored and included in our protocols.

During your visit to the Parkland College Dental Hygiene Program you will see changes that will help protect our patients, students, staff and faculty.

- You will be asked pre-screening questions by phone before your visit, and again when you come to Parkland.
- We ask that you get a free COVID-19 test done 24 to 48 hours before your visit. If you cannot comply with the testing, please call the clinic at 217-351-2221.
- Please call the clinic when you arrive, and wait in your car before your appointment. When directed you may enter the building at the ramp entrance to the Dental Clinic. Please use hand sanitizer when entering and we will take your temperature.
- Please wear a mask when you enter the building, and until the student is ready to provide treatment. Please re-mask when not being treated.
- To ensure social distancing, only the patient will be allowed in the clinical area.
- We will appoint patients in a manner that allows social distancing, which might mean you're offered fewer options for scheduling. Fewer patients will be in the waiting area and the clinical setting.
- Please contact the clinic within 2 days after your appointment if you develop symptoms or are diagnosed with COVID-19.

We look forward to treating you as a patient again. If you have questions, please do not hesitate to ask. Our goal is safety and health for patients and clinicians. Thank you for supporting the education of our students and allowing us to provide your oral hygiene care. We value your trust and support.

Parkland College Dental Hygiene Program