

May 1, 2020

Dear Rocky Top family,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to returning to a more normal existence. Obviously, this will look a bit different and require us all to adapt. As you can imagine, we've made some changes to the way we handle appointments. Some of them may be temporary and some may be permanent - this pandemic is the definition of a fluid situation! We know that some of the new measures may cause a bit of inconvenience or frustration. Your patience, understanding, and co-operation are most appreciated as we strive to optimize the safety of all those in our care.

This is an unprecedented challenge, but we are excited to resume caring for teeth! However, we also recognize that the "re-entry" process will look - and feel - different for each family. While we are confident that the new guidelines will make our office a very safe place, only you can make the decision whether you're ready to resume dental cleanings for your family. Children's oral health is extremely important, but we want to assure you that, if you feel uncomfortable coming in for a cleaning just yet, we understand. Along with providing safe care, it's a huge deal for us that our patients have a positive and, whenever possible, fun experience at our office! If you're stressed, your child may be, too, and we don't want that. A short delay will not be the end of the world if it adds to your peace of mind. If you choose to delay cleanings a bit longer, though, PLEASE be extra vigilant with brushing, flossing, and limiting sugary foods! Then, call us to schedule an appointment just as soon as you feel comfortable!

Our office is here to serve you and we are happy to answer any questions and help you with the scheduling and re-scheduling of appointments. Please don't hesitate to call us at (865)691-1404.

Thank you for being our patient. We value your trust and loyalty, and look forward to welcoming back all our friends!

Warmly,

Dr. Jeff and the RTPD Staff