

**3/16/2020**

At this time, we've made the difficult decision to cancel all routine, elective and non-urgent care appointments for at least the next two weeks to help mitigate the spread of COVID-19. We will continue seeing emergency patients, who are not experiencing symptoms. This is obviously a fluid situation, so we'll be monitoring and adjusting our plans and timeline accordingly.

In recent reports from the Mass Dental Society, we are being recommended to close our office from March 17th to April 6th, on the importance of social distancing during this pandemic. "The spread of COVID-19 will be determined by our collective actions now, and this recommendation is being made out of an abundance of caution."-MDS

So, what now?

- We will reschedule all upcoming appointments for our patients.
- If you do find yourself with a dental emergency, we ask that you call the office to schedule an appointment.
- We ask patients to arrive on time and not early to limit time in the waiting room.
- If you are ill or experiencing flu-like symptoms, we will evaluate you prior to visiting the office.

In the event of an emergency appointment or needing customer service please call the office phone at 413-525-0955 during regular business hours. Our staff will be keeping track of all calls and voicemails. After hours emergencies will follow the prompt on the phone to reach a doctor.

To our patients and community, remember the power of caring. This is a time for us to remember our humanity. Together with our community, we will always seek to create less harm and more good in the world.

Regards,  
Dr. Thaida Duong and Staff