March 25, 2020

To our dear friends in the Western New York community,

Please know that your Dent team is here for you, and remains open for all essential office, diagnostic and treatment services, including injections, infusion, imaging, and counseling.

If you are scheduled for an in-office visit, rest assured that we follow CDC and other national and international expert guidelines for a safe environment. If you exhibit symptoms of infection, including cough, fever, and shortness of breath, you should stay home, consult your primary care physician to address those symptoms, and schedule a telemedicine visit with your Dent provider to ensure that your care is uninterrupted.

Especially during times like this, your questions and concerns must be addressed efficiently. The best way to communicate with us is through our MyDentChart patient portal. A convenient tool for using the portal is a smartphone app called Healow. Instructions for installing and using Healow can be found on our web site at www.DentInstitute.com. Once installed, it is a simple way to send and receive messages, manage your appointment, and even conduct a “Tele-Visit” with your provider.

Although these are anxious times, we will get through this together. Your care matters and we vow to always be here for you.

Sincerely,

Laszlo Mechtler, MD
Chief Medical Officer

Joseph Fritz, PhD
Chief Executive Officer