

We miss you all tremendously. Thank you for your care and patience as we have been temporarily closed in compliance with the CDC's and Governor's directive during the peak of COVID-19 pandemic. We are very much looking forward to returning to your dental care needs in the safest possible way for patients and staff. With that in mind, we have a plan to maximize health and safety in our office going forward. We have made some very significant changes to our office, some which look great and some which may look strange. We have installed state of the art equipment to help with infection control.

- 1 **All patients will be asked to complete a Wellness Survey** and will be called 48 hours before appointment to go over a wellness check. We ask that you refrain from travel and large gatherings before your appointment. If you have been, or think you have been, in contact with someone who has covid-19, we ask that you reschedule your appointment.
- 2 **All people entering our office must be wearing a mask.** We are only able to stock enough disposable masks for the use of our staff, so we ask that you bring your own.
- 3 **All people entering our office will have their temperature taken with a no-touch forehead thermometer and will be provided with hand sanitizer to use.** We will have a garbage for you to throw away your gloves as no gloves will be allowed in the clinical area due to cross contamination.
- 4 **Our reception area will be closed.** This means that patients wait in their cars, with air condition on, until their treatment chair is ready. Please call the office when you arrive. If you are a new patient, we ask that you complete our new patient forms online.
- 5 **Only the patient is permitted in the office.** We will make exceptions for our younger patients or those who need special assistance. In that case, one adult may accompany the patient-this person will also be asked to complete the wellness survey., wear a mask, and have their temperature taken. Please no siblings or other guests. Though our favorite part of our office is our family atmosphere, we will have to love the whole family from afar.
- 6 **Toothbrushing in the restroom is not permitted to prevent contamination.** We will be making appointment times longer, which lessens the amount of available appointments, so you might not get the perfect appointment time. We understand many of our patients are concerned about not having been seen in our office for some time. We empathize 100%, and we will be working very hard to catch up by extending our office hours temporarily. If you or a family member has an underlying medical condition that puts you at risk for complications from communicable diseases, please call our office to discuss.
- 7 **We have invested in state-of-the-art equipment** to provide the safest dental experience. You will find many new machines and protection equipment being worn. We have new suction machines, air purifiers and fogging machines. In addition to our already rigorous sterilization and disinfection program, that has always exceeded CDC and OSHA guidelines, we will be disinfecting all the areas repeatedly that might get touched by patients. Our instrument sterilization process will continue to get monitored by an outside company to assure safety. Our staff undergoes daily temperature checks and screening questions upon arrival to the office.

Please do not hesitate to contact our office to discuss any questions you may have about our health and safety policies. We sincerely look forward to seeing you again. I know many of you had appointments during the closure and we are doing our best to reach out to you to reschedule. Please be on the lookout for texts, phone calls and emails from our office. Stay healthy, safe and well!