

June 10th, 2020

Dear Patient:

We hope this letter finds you and your family in good health. We are excited to announce the great news that we are now re-opened!!

As you can imagine, this has been a very trying time and we appreciate your patience as we adapt to appropriate changes we have needed to make in our scheduling protocol. We have had to adjust appointment times so any appointments made previously MUST be confirmed. The time and or day of your appointment may need to be adjusted to accommodate the longer time slots we now need with each patient. We will be contacting everyone going forward on an individual basis. Over the last few months, while many things in our communities have changed, one thing has remained the same: our commitment to your safety. Infection control has always been a top priority for our practice. Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA).

Considering our current climate, we would like to share with you the procedures and protocols implemented to protect our patients and staff:

- * You will be contacted by phone prior to your dental appointment to confirm your appointment and for a pre-appointment COVID-19 screening.
- * All appointments will be considered confirmed once the telephone pre-screening is done and a cancellation fee will be charged if cancelled.
- * On the day of your appointment we ask that you remain in your car. Once the clinician is ready for the patient, we will text/call you with instructions on entering the office.
- * Patients will be asked to make any necessary payments/deposits either through our website or over the phone prior to your appointment.
- * All individuals entering the dental office must wear a mask or other cloth face covering.
- * All individuals entering the dental office must be screened upon arrival: this includes a temperature check using a touchless thermometer.
- * Hand sanitizer will be provided for your use. The patient (and guardian if applicable) will be asked to use it upon entering.

- * Dental treatment will be deferred for patients that do not pass COVID-19 screening.
- * Patients will be instructed to adhere to a policy allowing only the patient being treated to enter the practice (with one guardian if applicable). Additional family members will not be permitted.
- * Patients will be guided by a staff member to the treatment room for their appointment.
- * A Sneeze guard/barrier will be in place at the front desk. Staff will be wearing masks at all times.
- * Common areas, bathrooms, and frequently touched surfaces will be routinely cleaned and disinfected.
- * A HEPA air purifier has been installed in the treatment room.
- * Hands free, high speed HVE suction devices have been installed in the operatories.
- * Counter-top items, books, and toys, have been removed from the office.
- * No food or drink is permitted in the office.
- * During your dental appointment, pre-procedural hydrogen peroxide mouth rinse will be used.
- * Procedures and protocols have been put in place to reduce aerosol production during dental procedures.
- * Our clinical staff will be wearing the recommended personal protective equipment necessary to reduce viral transmission.
- * Our entire staff will be screened daily upon entering the office.
- * We will continue to utilize strict hand hygiene practices.
- * As always, we will adhere to the highest standards with respect to cleaning and sterilization procedures. This includes the sterilization and disinfection of treatment rooms and instruments between each patient.

Maintaining your oral health is important to your overall health. We are confident the extra measures we have implemented will assure you feel comfortable and safe when visiting the office. Thank you to our patients for your trust, loyalty, and patience during the recent closure of our office as well as during our re-opening. We look forward to welcoming you back to our practice.

Stay safe, be well, and we look forward to seeing your smiling faces very soon!

Sincerely,

Dr JoAnne Many and team