

Our community has been through a lot over the last few months, and all of us are looking forward to resuming our habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety. As we move through the process of reopening our dental practice it will be with a phased approach to make sure you are safe as you get the care you require.

Infection control has always been a top priority for our practice, so that when you receive care, it's both safe and comfortable. 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). In light of the COVID-19 pandemic we have instituted additional guidelines and protocols to ensure your safety.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. Below is a list of some of the enhanced precautions:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- Our office has installed droplet barriers at the reception area
- We are recording temperatures and health questions of every team member at the beginning of a work day.
- Per the state mandate we ask you please wear a mask into the office to be worn before and after your appointment. Our staff will do the same.
- Maintain physical distancing in the reception area or we may ask you to wait in your car and call us when you arrive. A staff member will come get you when the operatory is ready.
- A member of our staff will take your temperature just prior to entering the office.
- Only essential individuals can accompany the patient into the office and once in the chair, if possible, we may ask the essential individual to return to their car for the duration of the appointment. We will require taking a temperature and going through the health questionnaire for this individual as well.
- We have hand sanitizer that we will ask you to use when you enter the office.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- Require hand washing or sanitizing before and after all appointments by our team and by our patients.

- Introduce an oral pre rinse by all patients to reduce exposure to germs
- Payment arrangements will be requested in advance whenever possible to avoid delay and allow contactless exit from the appointment.
- Minimal items will be out in operatories while continuing standard precautions for disinfection. Additional enhancements to disinfection include an extra-oral HEPA filtration system for aerosol procedures, regular use of high volume suction and a fogging device to access hard to reach places that can easily be missed.
- New personal protection equipment like full face shields and lab jackets for our team provides barriers against the smallest of germs.
- Finally we ask you let us know if changes in your health occur within the 14 days after your appointment with us. We may also call to verify no change.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. We value your trust and loyalty and look forward to welcoming you back!

Sincerely,

Carolyn Morin and Staff