

Dear Current and Future Patients,

Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety. Infection control has always been a top priority for our practice, as you may have noticed during your visits to our office. Our infection control processes were designed and implemented so that when you receive care, it's both safe and comfortable.

First, we strictly follow 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). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agency's recommendations.

In addition, as a team, we have implemented additional equipment and strategies to enhance or exceed recommendations.

For example, we have placed air purification/filtration units in each treatment room.

In addition, our infection control procedures always meet or exceed what is required. Our sterilization center has been designed and equipped with state-of-the-art controls to ensure staff and patient safety.

ABOUT OUR TEAM:

- We've asked all team members to be mindful of their personal health, and anyone who doesn't feel well will remain at home.
- All team members will don masks and use hand sanitizer upon entry to the office, and then have their temperatures taken.
- All team members have had COVID-19 training and are well-equipped to follow all policies and procedures.

PRIOR TO YOUR APPOINTMENT:

- Our office **will communicate with you within 24 hours of your scheduled appointment** to ask some screening questions.
- You'll be asked those same questions again when you are in the office for your appointment
- Please **wear a mask** to your appointment.
- Because our team will be wearing more layers of PPE, the temperature in the office may be even cooler than you are used to. **Please dress accordingly.**
- For now, we are asking that **you be on time for your appointment...no earlier or later, unless we call you.**
- We ask that upon arrival, you wait in your vehicle or outside until it is time to come in. Our reception area seating has been spaced six feet apart to maintain social distancing, so fewer patients can wait there.

WHEN IT IS TIME FOR YOUR APPOINTMENT:

- At check in, a team member will greet you and take your temperature. Questions will be asked as necessary.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find hand sanitizer at various locations in the office.
- You may see that our reception area will no longer offer magazines, children's toys, etc. as

they are difficult to disinfect.

MISCELLANEOUS:

- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- Please **do not bring guests, children, etc. to your appointment**. If you require an escort, please notify the front desk to see what arrangements can be made.
- There will be changes to the way we check you out and collect your payment. We will guide you during this process to maintain social distancing protocols.
- Please be advised that we are going to great lengths to keep you (and our team) safe. This requires a vast amount of PPE. Thus, you may be charged a PPE fee at each appointment.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we're taking to keep you, and every patient, safe in our practice. To make an appointment, please call, text or email our office.

Thank you for being our patient! We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends...our dental family.

Be well,

Your Perrinville Family Dentistry Team