

To our Valued Patients:

We hope this letter finds you and your family in good health. While it has been a long and difficult few months, we are very excited to let you know that we will be reopening for appointments on Wednesday, May 20<sup>th</sup>.

The safety of our patients and staff has always been paramount for our office and our infection control protocols have always been of the highest standard. We want to assure you that in the new *normal* that we are all heading into those high standards remain and, in fact, some changes have been made to go beyond recommendations of the American Dental Association (ADA), Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA).

At your next appointment there will be some changes intended to protect our patients and our staff. Some changes will be visible, others will not.

For example:

- When confirming your appointment our office will ask some screening questions. Those same questions will be asked of you again when you arrive at the office.
- Before entering the waiting room, we will take your temperature with a no-touch thermometer. A temperature above 99.5F will require that we reschedule your appointment.
- While waiting for your appointment time you will have the option to wait in your car. We will call or text you when we are ready to see you.
- Our waiting room will no longer offer magazines or children's toys. Those items are too difficult to disinfect.
- Appointments will be managed to allow for more social distancing between patients.
- Our staff will be using enhanced Personal Protection Equipment. This is for patients' and staff safety.
- Each of our operatory rooms is equipped with an air filtration system to sanitize the air.
- Many of our touch surfaces have been upgraded to anti-microbial materials.
- All of our staff members will be screened daily for symptoms of COVID-19.

These are just a few of the changes that we are making to enhance everyone's safety and are in addition to our normal procedures of sterilization and of disinfecting common areas.

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 safe in our practice. Thank you for being our patient. We value your trust and look forward to welcoming you back.

Sincerely,

Ridgefield Perfect Smile Center