



Dear Dental Family Member:

We are excited to have the opportunity to welcome you back! We hope this letter finds you and your family in good health. While many things have changed, one thing has remained the same: our commitment to your safety.

Our office has always utilized personal protective equipment (PPE) that has exceeded all the CDC guidelines and we 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). However, in light of the COVID-19 Pandemic we have instituted additional guidelines and protocols to ensure your safety.

You will see many changes as we begin to open on May 18th on a modified office hour schedule. First, you will be contacted 48-72 hours prior to your appointment via phone, text or email and asked a set of health-related questions. It is required that we complete this questionnaire prior to your appointment. Below is a list of some of the enhanced precautions we have taken to protect you in addition to extensive team training on infection control and patient management procedures.

- In addition to the pre-appointment health-related questions, you will also be asked those same questions again when you are in the office.
- We have hand sanitizer that we will ask you to use when you enter and exit the office.
- You may see that our waiting room will no longer offer magazines, children's toys, coffee, and so forth, since those items are difficult to clean and disinfect.
- We ask that you wear a mask upon entering and exiting the office
- 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 ask that anyone that accompanies you to the appointment wait outside or in their cars to maintain social distancing.
- Personalized arrival procedures to guide you from your car directly to treatment rooms to eliminate contacting surfaces.
- Installed sneeze guards at all reception areas.
- Require hand washing and hand sanitizing before all appointments.
- Introduce an oral pre rinse to reduce exposure to germs.
- Record temperature of every patient upon entering the office.
- Record the temperature and lung efficiency of every team member each day at beginning and end of work period.
- Enhanced operatory disinfection procedures of all surfaces between patients.
- Ambient air management with HEPA 13 air filtration continuously in treatment rooms and common areas to remove germs from circulating air.
- Enhanced HVAC disinfection with UV light, air ionizer, and HEPA Filtration units.
- Enhanced operatory disinfection using fogging devices to access hard to reach places that can be easily missed.
- New personal protection equipment like visors, gowns, and masks for our doctors and team to provide barriers against the smallest of germs.
- A charge with dental code D1999 for \$10 will be billed to your insurance for every visit to our office. The American Dental Association recommends implementing this charge to help cover the costs of necessary safety equipment to protect our patients.

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. To make an appointment, please call our office at (562) 430-7310.

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

Sincerely,
Dr. Chirco and Team