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May 11, 2020

Dear Patients and Families,

We are beyond ready to get back to work and see everyone. We hope this letter finds you safe, healthy, and prepared to ease back into a “new normal” routine. Much has changed since we saw you last. We are still coming to grips with the COVID-19 pandemic and the events triggered by it. We want to update you on our office and the steps we are taking to help ensure we keep our patients and our staff healthy.

Our office follows infection control recommendations made by the American Dental Association (ADA) and the U.S. Centers for Disease Control (CDC) and the Occupation Safety and Health Administration (OSHA). We have always strictly adhered to these guidelines, but the COVID-19 pandemic has created some additional advisories/guidelines for medical and dental offices. Some of the changes you will notice are outlined below:

### **Appointments**

Some appointment types/procedures will be prioritized based on our recommendations for each patient.

There will be a limit to the total number of appointments available each day in our office.

You are welcome to contact the office to make an appointment at any time.

Emergency treatment will continue to be determined by the doctors on a case by case basis.

We ask that you please be patient with our scheduling coordinators, as we balance the continuation of patient treatment while ensuring everyone’s safety and health.

### **Visits**

When you arrive for your appointment, please stay in your car. Please call us upon arrival and a staff member will advise you how to proceed.

Only the patient that is being treated will be permitted into the office. We will make exceptions for patients who are in need of assistance. Please let us know ahead of time if you will need assistance at your appointment.

Please bring your own mask/face covering and wear it into the building for your appointment. Federal guidelines for social distancing and wearing masks continue. We cannot provide masks to every patient as supply chains and availability of personal protective equipment are limited.

Your temperature will be taken with a thermal touchless thermometer. If your temperature is over 100 degrees Fahrenheit, we will ask you to reschedule your visit for beyond 14 days later. We are taking daily temperatures of all members of our staff during this time as well.

A simple questionnaire assessing your contacts, travel and well-being will be asked of all patients prior to the date of the appointment and at the start of the appointment. Any question indicating recent exposure to someone with COVID-19 or having signs/symptoms of the same, will require that the patients' appointment be rescheduled beyond 14 days.

Maintain 6-foot social distancing guidelines when in the office until seated in the operatory.

There will be only 2 reception area chairs available, but we prefer the patient stay in their car until we are ready for them.

The patient restroom will be closed, so please prepare before your arrival.

You will notice the office staff may be wearing additional personal protective equipment (PPE) than usual. We do not plan on using the cavitron (ultrasonic scaler) or polishing teeth during routine maintenance or treatment visits. This is designed to help limit everyone's exposure to aerosol spray within our office. In the event we do need to use a handpiece which produces aerosol, you will be advised prior to such treatment.

We appreciate your cooperation and your understanding.

Sincerely,

Drs. Goldschmidt, Levinbook, and Staff