



Navigating the “New Normal” during the COVID19 pandemic

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and we are looking forward to seeing our patients and families. While many things have changed, one thing has remained the same: our commitment to your safety. Infection prevention has always been a top priority for our practice. We want to update you on the additional measures we are taking to keep us all safe and healthy during the COVID19 pandemic. We appreciate your patience as we navigate the logistics, including rescheduling all our patients whose appointments were cancelled in March, April, and May.

- 1) We will wear additional Personal Protective Equipment (PPE) as recommended by the CDC and OSHA, including special masks and face shields. All employees are screened for symptoms and have temperatures checked daily. We stay up-to-date on any new rulings or guidance that may be issued.
- 2) We are adjusting our appointments to make sure no more than 10 people are in the office at one time. We will strive to minimize traffic between families in the office by staggering and lengthening appointment times.
- 3) We will call you 24-48 hours prior to your scheduled appointment. We will ask you several pre-screening questions as well as address any questions or concerns you may have. **If we are unable to contact you for your pre-screen phone call, your appointment is at risk of being canceled.**
- 4) We have a “virtual waiting room.” When you arrive for your appointment, **please remain in your car, and call us.**
- 5) Please bring your own masks for all family members entering the office. Masks are expected to be worn by everyone upon entering the office. Children not scheduled for an appointment should stay home or remain in the car with appropriate supervision.
- 6) When you are waved to come into the office, we will greet you at the door, provide hand sanitizer, screen your child for symptoms, and take temperatures on everyone. The appointment will be rescheduled if any person (patient or guardian) has a temperature greater than 100.4 degrees Fahrenheit.
- 7) Our waiting room and treatment rooms will be cleared of toys, books and games.
- 8) *If your child is coming in for a routine dental cleaning*, please be aware that we are making every effort to minimize the creation of aerosols. This means that we will use hand instruments to remove the plaque and calculus on your child’s teeth (which cannot be removed with regular toothbrushing) and then we will cleanse the teeth with gauze and toothpaste. If you prefer not to have a dental cleaning, please let us know.
- 9) The American Dental Association has requested insurance companies help cover the increased costs of the necessary PPE. We are making every effort to get this fee covered by your insurance company, but we cannot make any guarantees. **Our COVID19 PPE Safety fee is \$15 per patient per visit, with a \$30 maximum per family per visit.**

****Prior to your appointment****

1. Talk to your child about all the new changes in our office and visit protocols outlined above. Watch our videos on Facebook or our website!
2. **Brush and floss** (if possible) patient’s teeth just before arrival.
3. **Bring your own mask**, as well as a mask and sunglasses for each patient. Our office will be slightly cooler than normal, so you might want a jacket!

We are so thankful to have you as a patient, and we look forward to seeing you soon!

Sincerely,
Dr. Penny and Staff