

6/2/20

Dear Patient,

We hope this letter finds you and yours healthy and happy while staying safe during these challenging times. You are receiving this letter via text, email, or regular mail because we are now open for all treatment, including elective and routine services and are looking forward to seeing you in our office.

We are taking aggressive steps to reduce the risk of transmission of the COVID-19 virus at both of our offices. Infection control has always been a top priority for our practice going back as far as the appearance of HIV in the 80s. With this letter we want to tell you about the infection control procedures we are implementing on top of our established routines to further reduce the risk of transmission and to align with the newest CDC (US Centers for Disease Control), ADA (American Dental Association) and OSHA (Occupational Safety and Health Administration) protocols regarding this virus. We closely follow these agencies so that we are always current regarding any new rulings or guidance that may be issued. We do this to make sure that you and our staff are always in the safest environment we can provide.

You will see some changes when it is time for your next appointment. Our office will communicate with you beforehand to ask some screening questions, review parking, asking you to enter the office alone if possible, possibly waiting in your car if needed to help adhere to social distancing in the waiting rooms, wearing a mask at all times when you are in the building and when to come in for us to take your temperature and get you to your treatment room.

- When you arrive at the office we will be asking again if you have experienced any COVID-19 related symptoms such as fever, cough, shortness of breath, or have had any exposure to anyone that has been diagnosed with COVID-19.
- We will have hand sanitizer available that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- We'd like you to arrive with a face mask but if not we can give you one and you will notice all staff and patients will be wearing masks at all times other than when their mouth is open for treatment!
- Temperatures of all staff and patients will be taken upon arrival. Thermometers will be disinfected after each use.
- We will take you directly to your treatment room whenever possible.
- Appointments will be managed to allow for social distancing between patients and limited or no waiting whenever possible.
- We may ask you to arrive 10 minutes early, which will give us time to provide proper protection and manage social distancing.
- We may ask you to remain in your vehicle until your scheduled appointment time. Patients with mobile phones will receive a text or phone call when we are ready for you to come in.

- You will see that our waiting room will no longer offer magazines, children's toys or token awards (sorry!), since those items are difficult to clean and disinfect.
- We will be allowing greater time between patients to reduce waiting times for you and allow more time for our staff to disinfect and ventilate our treatment rooms. This may result in reducing access to appointments for you in the short run. Nevertheless, we will do our best to get everyone treated in as timely a manner as possible while working with all these new factors that are in play.
- To limit the number of patients in the offices, we ask each patient to enter the office without accompanying adults, if possible.
- Our front desk will have sneeze screens in place, and we can limit transaction contacts by passing items on plastic pre cleaned sheets, using a credit card machine that will be disinfected between every transaction, or just bill you through the mail after you leave the office.
- Our disinfection practices will continue to be in compliance with CDC recommendations as they change and we will be performing regular disinfection of waiting room chairs, doors, handles, keyboards, chair rails, check in and check out areas with increased frequency. There will be EPA registered disinfecting wipes available for your own use throughout the office if you'd like to wipe off surfaces yourself before moving about or sitting down.
- If you develop COVID-19 symptoms within 14 days after treatment, or if you discover you were exposed to a positive COVID-19 patient, please contact our office immediately.

We recognize that this is a time filled with uncertainties and we want to assure you of our commitment to provide you with the services you depend on in as safe an environment as possible. We promise to keep you updated through this dynamic situation through texts, email, and our website. Please be sure we have your current contact information so we can easily stay in touch.

We are truly looking forward to seeing you again and are happy to answer any questions you may have about anything discussed in this letter or related to your current situation or upcoming treatment.

We thank you in advance for your cooperation with these new policies as we believe it will help all of us reduce the spread of the virus in our community. We are honored that you have chosen us to provide your dental care and we will do everything we can to deserve that trust every day. We look forward to making you smile!

If you have any questions at all, please call our Binghamton office at 724-1389 or our Endicott office at 754-3080... or visit our website <https://www.summitdentalarts.com/>. Thank you for choosing Summit Dental Arts to be your dental care provider. We value your trust and loyalty and look forward to welcoming back our patients, neighbors, and friends.

Sincerely, Summit Dental and Team