

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 all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows 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). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- We are implementing a "**virtual reception area**" in the sense we will ask you to notify us via call or text when you arrive at the office, and we will let you know when we are ready to take you check you in. As Gov. Baker has mandated, we ask you to come wearing a face mask.
- We will be **taking your temperature** when you arrive using a non contact infra-red thermometer.
- We have **hand sanitizer** 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.
- Our front desk will have "**sneeze guards**" to help prevent contact and spread of germs.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- We will ask you to use a **pre-rinse** before we begin any treatment. This safe and healthy rinse **reduces** microbes by 90%.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- We have appropriate **PPE** like **N95** masks, **KN95** masks, surgical masks, **gowns**, as well as **face shields** to protect and prevent the spread of airborne pathogens.
- We clean our office **using products from the EPA's list** of registered surface disinfectants for use against COVID-19

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. **If you have any**

questions or concerns, please call our office at 978-369-3831 or visit our website at <https://dentistinconcord-ma.com/>

Thank you for being our patient.

We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Dr. Vidya Reddy and Team