

Dear Patients and Parents,

Your health and safety have always been our #1 priority. COVID-19 has only deepened our commitment to you.

Our office adheres to stringent procedures including those outlined in the Centers for Disease Control and Prevention's Guidelines for Infection Control in Dental Health-Care Settings. The thorough and rigorous cleaning, sterilization and disinfection of all instruments and surfaces are routine and second nature for us, as they are throughout dentistry. We believe it is because our profession takes such extreme precautions that dental offices are highly uncommon sources of disease transmission at large scale.

You might not realize everything we do to help keep our patients-and ourselves-safe. That's why we'd like to take this opportunity and explain the many steps we always follow in more detail as well as the additional precautions we've implemented specifically to address COVID-19.

How We Sanitize Exam and Treatment Rooms:

Before you enter the exam room, all surfaces have been cleaned and disinfected. This includes but is not necessarily limited to the dental chair, light, drawer handles and countertops. Basically, we sanitize everything that has been touched or could have been touched. Any protective covers that are necessary are replaced as well. The chemicals we use are professional grade and designed specifically for clinical environments. We also wash our hands frequently and always before seeing patients.

How We Sanitize Instruments:

Just as in Doctor's offices or hospitals, we use certain non-disposable items like hand pieces and other instruments. These are all carefully cleaned and sanitized using special equipment in a designated area of our practice. It's not like washing dishes at home. We use precision tools like ultrasonic baths to thoroughly clean our instruments, and high temperature autoclaves to sanitize them. We also use tests and indicators to monitor these processes, and visually inspect instruments at every step. Once again, cleaners, detergents and other chemicals being used are designed specifically for clinical, not household use.

How We are Responding to COVID-19:

We're taking extra precautions to prevent the spread of COVID-19 including:

- Cleaning our office using products from the EPA's list of registered disinfectants for use against COVID-19

- Carefully following all national, state and local guidelines, including the CDC's specific recommendations for our care providers to use Personal Protective Equipment like masks, eye protection etc.
- Pre-screening patients and not treating anyone with a fever, cough or any other symptoms of respiratory illness and also taking temperatures of our patients prior to their appointment.
- Not allowing any staff members to work if they are experiencing any respiratory symptoms and taking their temperatures prior to work
- Taking extra care to regularly wipe down common touch points like door handles.
- Streamlining our procedures for check-in, removing unnecessary items from our reception area, asking patients to come with one parent to their appointments, and making accommodations for patients who prefer to wait outside or in their vehicles.

How We are Protecting Ourselves:

We would not be providing care if we were concerned that we could not do so safely. The comprehensive steps we've always used to clean, sanitize and create a healthy environment continue to protect us today. We believe the additional actions we're taking to prevent the spread of COVID-19 are effective, including carefully following the CDC's new guidelines. Just like you, we have family and loved ones who rely on us, so working safely is extremely important to us.

How We are Welcoming You back:

You will notice some changes in advance of your next appointment. We'll be calling or texting you prior to your arrival to screen you for any symptoms which would require you to postpone your appointment and direct you to your healthcare provider for treatment. We can also answer any questions you may have and explain our new procedures for when you arrive. We will take your child's temperature, or screen you and your child in person for symptoms prior to your appointment. While these steps are inconvenient, they are necessary to ensure we're doing everything we can protect all of our patients as well as our team.

Dental care is important in order to stay healthy and prevent minor issues from progressing into painful, complex and expensive conditions. We understand that during times like these, it is important to weigh the risks and benefits of treatment. If you're in any doubt, we encourage you to use the information in this letter to discuss the situation with your health care provider.

Sincerely,

Drs. Wolfman, Lele and the Great Grins Team