

To Our Valued Patients: Covid-19

While many things have changed due to Covid-19, one thing has remained the same: our commitment to your safety.

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. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

Due to Covid-19, we implemented some changes to help protect our patients and staff. For example:

- Our office will communicate with you regarding screening Covid-19 questions. Prior to your scheduled appointment, please complete the Covid-19 questionnaire that you receive via text or email from our office, or print from our website and bring to your appointment. Otherwise, the Covid-19 questionnaire can be verbally completed upon your arrival.
- If you are experiencing any Covid-19 symptoms, have a Covid-19 exposure, or are not feeling well, please call the office to reschedule your appointment.
- Masks are recommended at all times in the office except during your dental treatment.
- Due to Covid-19, we do not have children's toys in the waiting room.
- Appointments are managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- 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.
- High-volume intra and *extra* oral suctioning complete with HEPA filters and UV light have been incorporated into each treatment suite for your additional safety.
- Hand Sanitizer is readily available throughout the office. Proper hand hygiene is your first line of defense in protection. We also wipe down common areas including restrooms, waiting rooms, door knobs, counters, etc.
- Our office staff is dressed with appropriate Personal Protection Equipment (PPE) which may include disposable gowns/coats, gloves, full face shields ASTM Level 3 Masks, N95 or KN 95 masks and protective eyewear. We are using the most advanced sterilization and disinfection available for all treatment rooms as well as multiple disposable protective barriers.
- Our check-in and check-out process has also been streamlined. We are utilizing multiple new techniques to minimize your time in the waiting area.

- Our plan is to ensure that as many follow-up care appointments, payments, and financial arrangements as possible are taken care of prior to your visit with us. We know your time is valuable and our goal is to minimize your time in the office. Please note – during this time, communication via text and email is very important to make sure you have the most up to date information about your appointments.
- Please update your cell phone number and email address and preferences with our staff.

We look forward to seeing you and are happy to answer any questions that you may have.

Sincerely,

Drs. Lipshultz and Staff