



COVID-19 UPDATE

We are happy to inform you that our office will be reopening for all routine treatment on June 1, 2020. Please read the following to see what to expect the next time you visit us. We hope to see you soon!

Dear Friends and Family,

We hope you and your family continue to be healthy and safe. 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 you and your health and safety.

We have spent the past several weeks implementing plans to be at the highest possible health standard for our patients and dental team. Infection control has always been a top priority for our practice both before and after COVID-19. 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) to ensure everyone's safety.

Although our friendly, caring team is the same, things will be a bit different in our office the next time you visit us. Below is a list of some of the enhanced precautions we have taken to protect you. This is in addition to extensive team training on infection control and patient management procedures. These precautions and changes will help us ensure the safety of our patients, staff, and community.

Pre-Screening - We will be screening all patients and team members daily to be sure no one is experiencing symptoms such as fever and cough. You will be contacted prior

to your appointment via phone, text or email and asked a set of health-related questions. It is required that we complete this questionnaire prior to your appointment. We will have to reschedule your appointment if we are unable to complete this step.

Virtual Check In - When you arrive for your appointment, we ask that you not come into the waiting room until we are ready for you. This will limit your waiting time in our lobby and minimize any time spent in the presence of other patients. Our parking lot will serve as our waiting room for now. Please call our office when you arrive. Stay in your car and we will call or text your cell phone once we are ready for you to come in. Once you come in the door, we will take your temperature and ask you to confirm the screening questions. Then, we will bring you straight back to the dental chair to see your hygienist or doctor.

Come Alone - We ask that you come alone to your appointment unless you are the guardian of a minor, providing assistance for someone, or if you, yourself, need assistance. Unless it is essential, no companions will be allowed back into the treatment rooms. We are trying to limit the number of people in the office at once. Social distancing will be much simpler with less people to separate.

Prioritizing Cleanliness - We adhere to our usual high level standard precautions throughout the office, but with enhanced procedures to ensure your safety.

- 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.
- Before we begin your appointment we will provide an antiseptic mouth rinse for you to use as a pretreatment rinse.
- We will all be wearing face masks and you will be asked to do the same.
- We have installed protective sneeze guards at all reception areas.

- You may see that our waiting room will no longer offer magazines nor a coffee and snack station, since those items are difficult to clean and disinfect.
- We have added medical grade air purifiers with HEPA 13 filtration in each operatory, waiting room, and front desk area to remove contaminants from circulating air.
- Before you enter the examining room, all surfaces, such as the dental chair, dental light, drawer handles and countertops, will have been cleaned and disinfected thoroughly with medical grade disinfectants that kill 99.9% of all harmful bacteria and viruses.
- Disposable protective coverings on equipment are disposed of and replaced after each patient visit.
- Non-disposable items such as dental tools and instruments are cleaned and sterilized between patients using hospital grade sterilization equipment. Our sterilization equipment is monitored and tested on a regular basis.
- We will routinely disinfect all areas of the office with fogging devices using a safe, non-toxic, aerosol chemical to access hard to reach places and microbes in the air.
- You will see all staff members wearing extra personal protection equipment such as face shields, gowns, and masks to provide barriers against the smallest of germs to protect both you and the treatment team.
- Break rooms, bathrooms, and other common areas will be disinfected on an hourly basis along with doorknobs, chairs, and other fixtures that may be touched unconsciously.

Physical Distancing - We will practice safe physical distancing between patients and team members where practical and as necessary.

- Appointments and schedules will be managed to allow for social distancing between patients. This 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, and to allow for extensive disinfection processes.

- We will be offering teledentistry services and virtual consultations for follow up reports or communication that can be done online or through video. These can be scheduled and arranged with each doctor.
- You can now make contactless payments with Apple Pay and NFC credit cards, and you will also have the ability to pay your bills online.

We want to thank you all for your patience as we have had to move, cancel, and postpone many appointments to ensure everyone's safety and good health. We will be contacting you individually when it is appropriate to make your deferred dental appointments.

We can't wait to have your smiling faces back in our office again and are happy to answer any questions you may have about the steps we are taking to keep you, and every patient, safe in our practice. We value your trust, loyalty, and friendship and look forward to welcoming you back soon!

Dr. Brian Kong

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Dr. Glenn Lee

Dr. Madana Harvey

Dr. Ariel Canda