

May 20th, 2020

Dear Patients,

We have some GREAT NEWS! We are officially opening the week of JUNE 1st. We have invested a lot into keeping you safe. Our new technology and protocols exceed OSHA and CDC guidelines and we're really proud of that! We want to go home safely to our families too so trust us, we're going above and beyond.

Here are some changes you'll notice:

- We will screen all patients prior to their appointment to assess risk and schedule accordingly.
- No waiting room or coffee bar at this time. All patients will wait in their car and will call/ text upon arrival. We will contact patients when we are ready for them to come in.
- All patients will wear masks and maintain social distancing when not being treated.
- No escorts allowed. Minors are allowed one parent escort.
- When arriving, all patients will be screened again and temperature taken. Hand sanitizer will be required after entering. After screening, patients will be escorted to treatment room.
- When entering treatment room, patients will swish with a rinse shown to reduce virus load. This will be done prior to every appointment.
- All doors, except main door, will be open to avoid contact with handles. All other high touch areas will be sanitized regularly.
- Temperatures of staff will also be taken.
- Clinical staff will be wearing gowns that will be changed after every patient, respirators, face shields, and surgical caps. All personal protective equipment will be changed between patients.
- EVERY ROOM will have HyperHEPA air filtration that filters out bacteria and viruses from the air which means we will have surgically clean air running throughout the office!
- During cleanings and appointments with doctors, the high evacuation suction will be utilized. What does that mean? We are even further reducing aerosols in a very comfortable and safe manner.
- We encourage prepaying or downloading Apple Pay to limit contact with surfaces and filling out all paperwork prior to appointment. iPads are available if needed and will be sanitized between patients.
- Our schedule will be more thinned out and there will be longer appointment times to keep you safe so please bear with us as we serve you.

We are excited about all these changes and KNOW it will keep you and our staff safe. We look forward to highlighting some of these changes with photos and videos in the weeks to come. We will miss showing our smiles to you, but who says you still can't have a little fun when you're with us?!

Your family at Mullica Hill Family Dental

