

Dear Patient:

Welcome back to Susquehanna Dental Arts. 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. Our infection control processes are designed so that when you receive care, it is both safe and comfortable.

At Susquehanna Dental Arts, we follow infection control recommendations made by the Department of Health (DOH), the US Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the guidance 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.

Our policies and procedures have changed in accordance with the CDC's and OSHA recommendations and are still designed to keep you and our staff safe. Some examples of these changes are:

Confirmation and Check-in:

- When we confirm your appointment, we will ask you some screening questions and we will advise you, if possible, to limit the amount of people accompanying you or your dependent to the appointment.
- You will be asked to call or text us from the parking lot when you arrive for your appointment and we will repeat the screening questions and ask if there are any changes in your insurance. This is to limit your time at the Front Desk at check in.
- When you initially enter the office, we will ask you to stop and use hand sanitizer. Hand sanitizer is still throughout the office as well as tissues and wastepaper baskets.
- We will ask you to sign a statement that you answered all the screening questions to the best of your knowledge, and we will take your temperature with an IR touchless thermometer. If you answer to the affirmative (i.e. "yes") on any of the screening questions or you had a fever above 100.4, we may refer you for COVID-19 testing and/or give you a mask to wear. In this situation we would defer your treatment. **We will provide you with testing information.**
- You will see that our waiting room will no longer offer magazines, children's toys, or any other items that are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. This will mean less furniture in the reception area and a much larger distance between chairs. We have purchased HEPA/Ionizing filters to decrease the number of droplets in the air.
- We will allow greater time between patients to reduce waiting times, as well as to reduce the number of patients in the reception area at any one time. **Our waiting room will be divided into an area that is for checking in, and an area for checking out.**
- In accordance with these changes, we ask that you alert staff if the hand sanitizer, soap, tissues, or any other product appears to need replacement.
- We will **clean and sanitize** countertops, doorknobs, and any surfaces that we believe have been soiled. We also ask that when using the restroom, you open the door with a toweled hand, and leave the door open when exiting.

- **We are installing HEPA 13 filters in the waiting areas and throughout the clinical areas. These filter down to .1 Microns, the COVID-19 is .125 Microns. So, they filter smaller than the virus.**

Clinical:

- We have hand sanitizer and tissues throughout the clinical area.
- You will be escorted to your treatment room by a masked clinical member. **They will also be the individual to take your temperature.**
- When you arrive in the room, they will confirm your name, date of birth, and procedure related to your visit.
- You will be asked to rinse with a mouthwash (limits bacteria and viruses).
- We have installed a newly created high-speed suction system that is 15% stronger than the previous suction on the market. This is to reduce the amount of Aerosol (water) displaced into the air.
- You might also notice that the clinical staff is wearing face shields and hair caps. This is to reduce exposure to our staff and their families.
- We will maintain all barriers with disposable coverings (this is standard office procedure). This is to include our keyboards, light handles, and chair rest covers.
- All hard surfaces that are not able to be covered will be sanitized with a sporicidal/viricidal cleanser (this is standard office procedure).
- We always have used as many disposable materials as possible. Any materials that are reusable are processed through our sterilizers. These are also tested to make sure they are working properly.

Our office is very excited to see you and again take care of you and your families' dental needs. We also want to thank you for your cooperation and say we appreciate your trust in our staff at this ever-changing time. We are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice.

Thank you,

The Staff at Susquehanna Dental Arts