

## To Our Valued Patients

We are very excited to announce that Progressive Dental is reopening for our regular hours on Monday, June 1<sup>st</sup>. We have missed our patients and staff tremendously! We will be spending the next week training, cleaning and preparing to reopen.

COVID-19 is in the news everywhere, and we have been closely monitoring the situation. We are reaching out to assure you that you are safe at Progressive Dental.

We already, as a daily practice, assure universal precautions as outlined by the CDC and OSHA standards of infection control. Safety is always our number one focus. Our high standard of care ensures that your trust and safety are never compromised.

We are taking extended measures to further protect all our patients and team with the following additional protocols:

- We ask that you come to your appointment with a mask or face covering. If you do not have one, one will be provided for you. Please call us when you arrive if you need a mask to enter the building.
- We will be performing the CDC recommended screening interview before you are taken back for your appointment. We will also be taking all patient and staff temperatures via no touch forehead thermometer upon arrival to the office.
- In compliance with public health, anyone with a cough or a fever or other potential COVID symptoms will not be allowed in our office and should stay home. We will be happy to reschedule your appointment for a later date.
- Before your appointment, we may ask that you stay in your car until we are ready to seat you in your personal operator. Simply call us when you arrive to your appointment, and we will let you know when we are ready for you. If 6 ft social distancing allows, you may also stay in the main lobby until we are ready for you to enter. We are currently installing a phone system that will allow us to securely text you back and forth, provide forms online rather than paper, and do teledentistry via video.
- Upon entering Progressive Dental, please sanitize your hands.
- At the beginning of your appointment, you may be asked to rinse with 50/50 peroxide and water or a similar oral rinse. This decreases the oral bio load tremendously and has antibacterial and antiviral properties.
- Before entering the clinical area or business areas, we ask that you re-sanitize your hands.
- You will notice additional PPE being worn by our staff, both clinical and administrative. We will be wearing gown, shields, caps, etc. We will also have sneeze guards at the front desk. This is only as an added PRECAUTION for everyone's protection.
- You may also notice air purifiers in the operatories that sound like loud fans. You may also notice the use of UV light wands and boxes, and disinfecting sprayers. You will be asked to wear safety goggles and patient drapes that are larger than the standard dental bibs. These are for your additional protection.

- The office may be cooler than usual, as our PPE is very hot to wear for long periods. As we can no longer offer blankets, please dress accordingly.
- We will be encouraging longer appointments when scheduling, as PPE is extremely difficult and expensive for dental offices to come by. Masks and disposable gowns currently cost up to \$12 each, for example. As most other dental offices, we will be charging a nominal \$15 additional PPE fee. Fortunately, most insurance companies understand this, and are considering it a covered benefit.
- We have been advised to not utilize either ultrasonic or nitrous for the time being.
- We ask that billing and scheduling questions be done via phone or email, and that visiting the office is limited to those patients with appointments.
- We ask that if possible, you come to your appointments alone or wait in the car if you are a driver.

You can be assured that safety measures at Progressive Dental will continue to evolve as more information develops.

Stay well, hydrate, eat nutritiously, and get plenty of sleep.

We look forward to serving you,

The Team at Progressive Dental