

Dear Patient,

June 8<sup>th</sup> 2020

We have re-opened our office to see all patients in accordance with guidance from the Massachusetts Department of Public Health. We want to take a moment to reach out and discuss existing precautionary office policies as well as those we have implemented since the COVID-19 outbreak.

As always, we at Dental Specialty Partners have and will continue to clean, wash, and sanitize all instruments, surfaces, and areas in accordance with the American Dental Association (ADA), Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). These policies have been put in place as universal precautions regardless of a pandemic. We treat every individual with care and precautions no matter when they visit us. Due to the recent outbreak, we are taking additional precautions to keep our patients and staff safe. We are cleaning and disinfecting door handles, counters, pens, and areas in the waiting room after each patient visit. We continue to follow the CDC, OSHA and ADA updates and will implement any new recommendations that are given. To facilitate social distancing during your visit we have reduced the number of patients we see per day, lengthened each appointment, and minimized or eliminated wait time at check-in. For these policies to work to keep you safe we ask for your understanding and your help as follows:

- Please complete and submit all necessary documents online. This includes the COVID-19 Pandemic Patient Disclosure form under 'Forms' in the pull-down menu and submit the form prior to your visit. You'll be asked those same questions again when you come to the office in addition to having your temperature taken.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment.
- Be punctual and arrive on time as scheduled. Late arrival may necessitate re-scheduling if we are unable to maintain social distancing in the office when the next patient arrives.
- Wear a face mask or other facial covering when you first enter the office to comply with the state mandate.
- We ask patients who need an accompanying adult to drive them home to limit escorts to one person. You will see that our waiting room no longer offers magazines, coffee, water etc, since those items are impossible to disinfect. We will continue to stream some TV programming for entertainment.

We look forward to seeing you again and 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 for your help and understanding.

The Team at Dental Specialty Partners