

Dear Patient,

We hope this letter finds you and your family in good health. As we reopen The Shoppe, we do so with caution and after much hard work and preparation for preventing the spread of infection.

Infection control has always been a top priority at The Shoppe, as you may have seen during your visits to our office. Our infection control processes are kept current and made so that when you receive care, it is both safe and comfortable. We follow 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). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

The following are safety protocols we are implementing in addition to our existing measures. You should anticipate noticing the following protective efforts when you enter The Shoppe:

1. All patients will answer a screening questionnaire prior to arrival. Your visit will be rescheduled if risk of patient transmission of illness, including COVID-19, has been determined.
2. Face masks and gloves will be worn by all team members. Gowns, face shields and N95 masks will be disinfected between each patient.
3. Credit card machines will be wiped after each use, as will the bathroom, furniture, and door handles.
4. Increased disinfecting protocol in our exam rooms will include: using disposable wraps for head rests; all surfaces will be disinfected with a new chemical germicide after each patient; and installation of an air purification unit.
5. We have invested in your safety with the NOVAERUS PROTECT 900 air purifier which helps remove more than 90% of aerosols created during procedures. It will be installed in late May.
6. We are currently using a Purevac HVE System which will remove 90% more aerosols during ultrasonic scaling.
7. We are awaiting the arrival of a Vanguard Gold Mobile extra-oral suction unit with HEPA filtration.

You may see some other changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

1. Our office will communicate with you beforehand to ask some screening questions. You will be asked those same questions again when you are in the office, as well as have your temperature taken upon arrival.
2. Hand sanitizer will be administered when you enter the office. You will also find some in the bathroom and other places in the office for you to use as needed.
3. Prior to receiving treatment you will perform a 1-minute swish with a hydrogen peroxide rinse.
4. Our waiting room will no longer offer magazines, crayons, etc., since those items are difficult to disinfect.
5. Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
6. Only scheduled patients will be allowed in the treatment and common areas.

Please know that we have added a \$10 fee per patient visit for the increased measures for personal protective equipment. We hope you understand that we are taking every precaution to keep us all safe and healthy, and this fee may only be short-term while the unknowns regarding COVID-19 persist. We will do our best to keep you informed moving forward, as always.

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 patience and flexibility as we all work towards improving safety measures when you return to The Shoppe. We promise to keep you updated through this dynamic situation. In the meantime, maintain good oral care and we value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Love, Peace & Health,

Dr. Torie, Jamie, Stormy & Carolyn