

June 1, 2020

Dear Patient:

We hope this letter finds you and your family in good health. 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 and our belief that oral health is fundamental in maintaining your overall health.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it is both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows 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) as well as the Pennsylvania Department of Health (PADOH). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued and exceed any and all recommendations pertaining to infection control.

On your next visit to our office you will recognize some of the measures we have taken above and well beyond all CDC recommendations. These changes include converting all treatment rooms to closed door negative pressure areas for containment purposes. This has been considered the gold standard for treatment of highly contagious respiratory illness in all hospital based settings for many years. You may also notice that all rooms will have individual HEPA filtration systems, insuring constant cleaning and air exchange. Additionally, our HVAC system has been upgraded to provide UV sterilization of all forced air anywhere with the office. We are taking these measures to continue to provide you with the cleanest and safest environmental available.

You will also see everyone within the office wearing a face covering at all times and will require anyone entering to do the same except while receiving treatment.

All clinical staff will now be wearing disposable personal protective equipment for everyone's safety. This will include KN95 masks, gowns, face shields and head coverings. Although we will look somewhat different, rest assured the care and comfort you have come to expect will be unchanged.

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

- Our office will communicate with you beforehand to ask a series of COVID-19 screening questions. You will be asked those same questions again when you are in the office. You will also have your temperature checked with an infrared thermometer and if a temperature of 100.4 or greater is detected you will be asked to reschedule. Our entire staff will be screened each day following the same parameters.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- We will provide all patients with a hydrogen peroxide based pre-rinse to reduce any potential

Airborne microbial or viral particles.

- All treatment rooms will be cleaned with hospital grade and EPA approved sanitizers. Common areas (lobby, restrooms, door handles, breakrooms, hallways) are cleaned every thirty minutes with disinfecting wipes and aerosol spray. Pens and clipboards are wiped after each patient use, and all magazines, books and toys have been removed from the reception area and operatories since those items are difficult to disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling. We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

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. To make an appointment, please call our office at 215-368-1424 or visit our website at Blackandbass.com.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends. We will initially be reaching out to patients whose appointments were cancelled during our closure and will be opening the phone lines on June 1st to assist you in scheduling.

Sincerely,

BLACK & BASS COSMETIC AND FAMILY DENTISTRY