

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.

Unless the government recommendations change, we are planning to re-open our office for **non-urgent patient care on June 8, 2020**. Our office will be open for emergent care and teledentistry by appointment only until our June 8th re-opening. Please call our office at 781-237-7400 to schedule an appointment.

If you had an appointment during the time of our closure, (March 14-June 8) someone from our office will be in touch with you over the next few weeks for rescheduling.

If you have an upcoming appointment (June 8 and forward), someone from our office will also be in contact with you to confirm or reschedule your appointment. In the beginning we will have a phased approach to resuming treatment. While we will strive to best accommodate patients, we are starting with staggered appointments and limiting procedures due to the new guidelines for patient safety.

As you may have seen during your visits to MetroWest Dental, infection control has always been a top priority for our practice. When we built our new office in 2016, it was designed for the future. 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, including enhancements we have made to keep patients and staff safe.

- Operatories are thoroughly disinfected between patients using hospital grade disinfectants.
- All high touch areas are disinfected throughout the day and the entire office is professionally cleaned daily.
- All staff are provided with the recommended personal protective equipment (PPE) and are fully trained in how to wear them properly.
- We have individual treatment rooms with doors that are closed during patient procedures.
- All treatment rooms have newly installed high volume air purification systems which are 99.97 HEPA. The units are capable of removing particles smaller than COVID-19 viruses.
- Our high speed evacuating system reduces aerosols created during dental procedures and provide a high level of protection.
- Our state-of-the-art sterilization area has three sterilizers that undergo regular spore testing from an independent testing agency.
- Plexiglass partitions have been installed at the front desk.

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). We follow the activities 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.

You will see some changes when it is time for your next appointment. We made these changes to help further protect our patients and staff. Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.

- Our office will text or email you a COVID19 screening form the day before your appointment. It is very important that you complete and submit the form upon receipt. We will also text or email you the same COVID19 screening form the day of your appointment. Please complete and submit the form prior to your appointment.
- Please arrive 10-15 minutes prior to your appointment and call or text the office when you have arrived.
- **Our waiting room will be closed.** Patients will be asked to wait in their car in the parking lot until a staff member notifies you to come into the office.
- **All patients must come into our office wearing a mask.** Please enter using the elevator, our stairwell will be closed.
- A staff member will meet you at the elevator. At that time, you will be asked to use hand sanitizer and given a gallon size plastic bag to store your keys and cell phone. Please do not bring other belongings into the office. Your temperature will be taken using a no touch thermometer. Any patients showing signs of a fever or other symptoms of illness will be asked to reschedule their appointment.
- You will then be brought into the treatment room where you will be required to wash your hands with soap and water for at least 20 seconds, then remove your mask and rinse with a mouth rinse.
- Once your treatment is complete you will be asked to put your mask back on before leaving the treatment room.
- Our front desk staff will call you after your appointment to review your charges and to collect your patient portion using Master Card or Visa.
- 24 hours after your appointment, our office will call you to check on your well-being. It is very important if you develop any symptoms that you call our office.

As you are aware, the COVID-19 pandemic has changed how all healthcare facilities now use Personal Protective Equipment (PPE) and has increased the requirements for cleaning and protecting patient areas due to the contagious nature of the virus. Due to the worldwide shortage and driven inflation costs, there will be a nominal fee of \$20 per visit to help cover some of the PPE cost that is necessary to maintain optimal safety in our office for both you and our staff. Some insurances may reimburse this fee. However, we are still waiting for the final decisions to be made by the insurance companies on their coverage. We know that this is different from what you are used to with our office and hope you understand that we are doing this in the best interest of our patients, staff and our community.

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 being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Dr. Harrison and MetroWest Dental Staff