



May 19, 2020

Dear Valued 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 everyone here at our office is anxious to welcome you back. While many things have changed, one thing has remained the same: our commitment to your health and safety.

During the stay at home order, we have been busy training our team and improving the office. Infection control has always been and will always be a top priority for our practice. We have monitored the past and now current recommendations made by the American Dental Association (ADA) and the Centers for Disease Control and Prevention (CDC). As such we have taken a number of additional measures to ensure that our patients and staff are protected at all times.

The office will be officially re-opening on Monday June 1, 2020. We will be contacting each of you to reschedule your upcoming appointments. A few of the other changes you will notice include:

- Our office will communicate with you beforehand to ask you a series of screening questions. You will be asked those same questions again when you are in the office. Screening forms and patient protocol are available on our COVID-19 tab.
- We will ask everyone entering the office to have a mask and leave any personal belongings in their car. We will have a check-in protocol that will include screening, hand sanitizing and taking your temperature.
- Our reception area will no longer offer magazines since those items are difficult to clean and disinfect.
- Appointment scheduling will be managed to allow for social distancing between patients to provide reduced waiting times for incoming patients and to lessen the number of patients in the reception area at any one time.
- We will continually be disinfecting waiting room chairs and common area surfaces. We have implemented a fogging spray delivery for disinfecting the treatment rooms, waiting room and reception areas. This is the same protocol used for disinfecting hospitals, hotels, and airplanes.
- We have installed glass barriers at our reception counters and streamlined our credit card operations. Please review new credit card and billing policies.
- Our staff will be wearing masks, face shields and full PPE at all times while delivering patient care.

We look forward to seeing you again and are happy to answer any questions you may have on the steps we are taking to keep you and every patient safe at our practice. Thank you for being our patient, you have been in our thoughts. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Dr. Robert Tartaglione
and your entire Dental Team