

May 16, 2020

Dear Patient,

Thank you for your continued understanding and patience during these uncertain times. We hope this letter finds you and your family in good health. We understand the concerns surrounding COVID-19 across our community and we want to assure you, as always, infection control is and remains a top priority for our practice.

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA) and the California Dental Association (CDA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. These agencies supported the reopening of our doors to you which will occur on May 18th. We are very pleased to return to work and get back to addressing your oral health concerns and maintenance. You will see that there are a number of new additions to our existing infection control protocol. Here are a few:

- Upon your arrival, rather than wait in our waiting room, you will have the option to remain in your car and call us. We will then call you back when we are ready for you. We will also have some chairs (spaced at a minimum 6ft apart) just outside the office as another option.
- Your temperature will be taken before your appointment (taken as a “swipe” along the forehead).
- Enclosed is our medical history form. We felt it was a good time to update this. We also enclosed a COVID-19 questionnaire. We ask that you fill these out and bring them with you to your next appointment (or scan and email it to lanphierdental@gmail.com).
- Our waiting room, for the time being, will not have magazines, children’s toys and so forth, since these items are difficult to clean and disinfect.
- There will be new air filtration units and a new furnace.
- Appointments will be managed to allow for social distancing between patients. That might mean that you’re offered fewer options for scheduling your appointment. We ask for your patience and understanding while we reschedule cancelled appointments. While we will do our best to schedule you with your regular Hygienist, the likelihood we can do this for everyone is slim. Our priority is to get you back on track as soon as possible with the overdue appointments.

- While we have loved our informal greetings and goodbyes (as many of you know I am a hugger... I can't help it. It's the Aloha spirit in me!). We have placed front desk glass dividers around Teri and Aurora's desks and sadly, only air hugs for now 😞.
- In June, we will be adding three new devices for our lovely Hygienists. You will be seeing a Star Wars-like contraption that will aid in High Vac suction (for the curious- it has a HEPA filter which blocks virus and germs $\geq 0.3\mu\text{m}$ with 99.995% filtration efficiency).
- We will look more like aliens than we have before. More shields, visors, surgeon caps and gowns. We will also be requiring you to wear safety glasses during treatment.
- Due to the high cost of required PPE (Personal Protective Equipment) we will be adding a small **"PPE Fee" to patient invoices. The estimated cost per visit will be approximately \$10.00 to \$15.00 (under the code D1999). We are hearing that a number of insurance companies will help to cover some of this.**
- Last, but not least, we will have a few changes on how we handle payments. We have had the luxury of sending statements after appointments in the past. Unfortunately, we no longer have this luxury. In order to keep the practice vital and continue to support our staff, **we will be requiring your estimated payment (or a down payment for a more involved treatment) at the time of your appointment.** For Hygiene appointments we will give you the option to pay over the phone during the reminder call in order to eliminate payment interactions and the number of people at checkout.

We have missed you...we even discussed and worried about you in our staff Zoom meetings. We are READY to see you again. That said, we have all agreed and decided that it would be prudent to have Teri and Lynn continue to shelter at home as they are in a higher risk bracket. We assure you, you will see their lovely faces again!

We are happy to answer any questions you may have about the steps we have taken to keep you safe in our practice. Thank you for being our patient. We value your trust and loyalty and look forward to welcoming you back.

And, last but not least, let us not go forward without learning something from this...Lessons from Covid: We can all improve hygiene; wash hands - 20 seconds and often! Strive to be healthy = eat well & exercise 🏃. And, if you have a cold, maybe it's better to stay home, or wear a mask, or Zoom rather than visit grandma and grandpa. "Peace out" and let us all be thankful for the little moments of grace.

With so much love and Aloha (from a distance of 6 feet or more),
 Dr. Rita and those FABULOUSE women of 908 E St. Teri, Aurora, Lynn, Olga,
 Kristen, Tracey and Latonya !(and, you too Mr. Terry)! 🦷