



YOUR SAFETY IS OUR PRIORITY



Dear Patient,

We hope this message 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.

Infection control has always been a top priority 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's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and team member 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). 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 may see some changes when it is time for your next appointment. We made these changes to help protect our patients and team members.

ENHANCED SAFETY MEASURES

- Our office will communicate with you beforehand to ask screening questions. You'll be asked those same questions again when you are in the office.
- We have hand sanitizer that we will ask you to use when you enter the office.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- Please arrive 10-minutes early to allow for parking and curbside check-in. You may call or text our main line to inform the front desk of your arrival. We ask that you wait in your parked car or away from other patients outdoors.
- We'll 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.
- Only patient, or patient plus one critical caregiver, are allowed into an appointment.
- We will call you to enter reception area when your treatment room is ready for you, where your temperature will be taken prior to being brought to your treatment area. If you have a fever, cough, shortness of breath or other COVID-19 symptoms, Your appointment will be rescheduled.
- We ask that you wear a face-covering and bring a sweater or blanket as we keep our treatment area very cold.
- You will be asked to rinse, designed to deactivate bacteria & viruses, before and during all procedures.
- We have placed 4 in 1 (True HEPA, Ionizer, Carbon + UV-C sanitizer) air purifier in each treatment area to ensure optimal clean air quality.
- Aerosol reducing high vacuum suctions are used during procedures.
- Strict use of PPE by all team members.
- Strict adherence to already implemented universal precautions.
- Disinfection protocols exceeding ADA, CDC & OSHA guidelines.

THANK YOU FOR YOUR COOPERATION

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, every patient and team members, 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. Stephen J Parr,
Dr. Rita Dargham,
& Your Grove Smiles® Team



**YOU'RE SAFE
IN OUR HANDS.**