



To our valued patients,

We are very much looking forward to resuming patient care hours as of Monday, June 8, 2020.

It is important to note that as a surgical office, we have always maintained the highest levels of sterility in accordance with and over the standards of the American Dental Association (ADA), CDC, and OSHA. However, our infection control processes have been enhanced given the world's recent COVID-19/coronavirus pandemic, ensuring that when you receive care, it is both safe and comfortable.

To minimize any possibility of an increase in community-spread infections following the end of quarantine and the gradual reopening of our state, we are implementing schedule changes to lessen office traffic to increase the safety of our patients and team. Thus, Dr. Fava will work on Monday (9:30am-6:00pm), Tuesday (7:00am-3:00pm) and Thursday (7:00am-5:00pm). Dr. Levine's hours will be Wednesday (7:00am-2:00pm) and Friday (7:00am-1:00pm); Saturdays as needed. Hygiene hours will not be affected.

When you visit our office, you will notice a number of changes made to heighten infection control procedures to ensure the safety of our patients, team and community:

- A **multi-tiered approach** to managing potentially hazardous or contagious particles and droplets in the office that greatly exceeds official recommendations. These include:
 - **Temperature (infrared)** will be taken of **each patient and team member**
 - A **"sanitization station"** is now in our reception area that will include PPEs
 - New Personal Protective Equipment (PPE) worn by team members
 - Installation of **state-of-the-art air purifying units** and **extra oral high evacuation units to absorb dental aerosols and contaminants**
 - Periodic office "fogging" with Hypochlorous acid as is done in *hospitals and vet clinics for maximum disinfection*
- Deliveries, vendors and visitors will not be granted access to the office.
- Magazines, coffee makers and handouts have been removed which are difficult to disinfect and were removed for your safety.
- **Appointments will be managed to allow for social distancing between patients. As a result, while we pride ourselves on accommodating patient needs for appointment times, we may offer you fewer scheduling options than in the past.**
- We will 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 will be implementing full digital, paperless forms for health histories and other necessary information.
- We will try to reduce the number of times we need to check-up on you in the office by increasing use of Teledentistry. Nonetheless, we remain committed to your successful, seamless and predictable treatment.

What we are asking of our patients and team members during this time:

- If you have had contact with anyone that has been ill, *please stay home.*
- If you have **traveled to a high-risk area** or have not been self-quarantining, *please stay home.*
- If you **feel "off" or have a fever, GI or respiratory issues (cough, runny nose, sore throat, shortness of breath, cold sores, malaise)**, *please stay home.*
- If you have any high risk people in your household, *please stay home.*
- If you feel well, and have been contacted to keep your visit, **please wear a mask to the office.** Upon arriving, we will ask you to wash your hands for 20 seconds with the soap we have provided and perform a 1 minute swish with an oral virus killing rinse.
- We may ask your loved ones and companions to remain outside the office in the lobby during your treatment in order not to expose them to other people unnecessarily.

This point in time reminds us that we're all connected like never before. We're called upon to be our best selves, with patience, understanding and compassion. On behalf of all of us, we're committed to be your partner, together, committed to your oral and systemic health and overall well-being in all the days and years ahead. ***We are privileged to serve you and look forward to welcoming everyone back in the office.***

Best,

Handwritten signatures of Philip and Bob in cursive script.

Dr. Philip Fava and Dr. Robert Levine