

May 19<sup>th</sup>, 2020

To Our Patients and Their Families,

We hope this letter finds you and your family healthy. Our community has been through a lot over the last few months, and all of us are looking forward to resuming normal 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 for us and you may have seen this during your past visits. Our infection control processes exist so that when you receive care, it's both safe and as comfortable as possible. We want to tell you about the "regular," and new infection control procedures we follow to keep patients and staff safe.

Our office follows infection control guidelines 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 guidance that may be issued.

As always, we sterilize instruments using the gold standard method of high heat and pressure, and wipe down treatment room surfaces with hospital-grade disinfectant.

You will see some additions to this protocol at your next appointment. There is a significant increase in our costs for these measures, and at this time each visit will incur a \$10 fee. Please understand these costs are going directly to additions that help protect you and your loved ones. This situation is constantly changing, and we cannot say at this time how long or which of these additions and fees will remain in place.

- Our office will communicate with you beforehand to ask some screening questions. You may be asked those same questions again when you are in the office.
- We ask that you call us upon your arrival and wait in your car if possible, until your treatment room is ready.
- We will require you to use the provided hand sanitizer when you enter the office.
- Patients should come to their appointment alone or if a child, one guardian only. If you have a healthcare or other aide to assist you, they may come as well.
- Please wear a mask of your choice if you have one. We understand young children may not be able to tolerate a mask. This will be removed when starting treatment.
- Temperature checks with a touchless thermometer for all patients
- If you, your child, aide, or someone in your home are sick, positive or suspected positive for COVID-19, please call us to reschedule.
- Our staff is screened daily for temperature and symptoms, just like patients.
- Appointments will be scheduled to allow for social distancing as much as possible.
- Each treatment room and the reception area has a hospital grade air purifier turning over the entire room multiple times per day.
- The reception area will have tape on the floor indicating a distance guide from administrative staff, and there will also be plexiglass, similar to grocery store checkouts.
- Our clinical staff will be wearing enhanced PPE and might look a little silly. It's still us under there! Feel free to make fun, but know we take staff's health and safety seriously.

- Coming summer 2020: UV-C lightbox to disinfect our tablets, pens, phones and other handheld items. Until the unit arrives, we will sanitize these items using household disinfectants as usual.

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. To make an appointment, please call our office at 414-332-8150.

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. Peter Colosimo and Team

Shorewood Family Dentistry

