

5/1/2020

*From, Signature Dental
Dr Moosman/Dr Fox and Staff*

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 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 for our practice 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 staff 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 staff. For example:

- Our office will communicate with you beforehand to ask some 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 will also find some in the reception area and other places in the office for you to use as needed.
- 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.
- We will 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. You will be asked to remain in your car when you arrive and contact us by phone from the parking lot and someone will come out to greet you with instructions on what to do next.

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 (408) 377-8910 or email us at signature.dental@att.net

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 Moosman, Dr Fox and the Signature Dental Staff

On Your Appointment Day Protocols

1. We will no longer use the reception area to seat our patients awaiting treatment. Instead, we ask you to call us or text when you arrive so we can come to your car to ask about your health, recent travels, and test your temperature using a forehead thermometer before entering the office.
2. We will only be seeing scheduled patients in the office which means no other family members or friends will be allowed. We understand this seems unusual but we need to keep our team and patients healthy while figuring out this “new normal”. Exceptions will be considered on a case by case situation.
3. We ask that you bring a mask to the appointment which will be worn throughout the office visit except when the staff of Signature Dental will be looking in your mouth. Since our Personal Protective Equipment (PPE) supply is limited we will have to charge for any mask (\$10) that is needed.
4. Once entering the office, you will be asked to rinse with mouthwash and wash your hands for 20 seconds.
5. Another thing you will notice, everybody working in our office is wearing a mask. We will work diligently to communicate with our eyes, yet we will greatly miss giving and getting smiles.

HEALTH QUESTIONS

Do you/they have fever or have you/they felt hot or feverish recently (14-21 days)?

Are you/they having shortness of breath or other difficulties breathing?

Do you/they have a cough?

Any other flu-like symptoms, such as gastrointestinal upset, headache or fatigue?

Have you/they experienced recent loss of taste or smell?

Are you/they in contact with any confirmed COVID-19 positive patients? *Patients who are well but who have a sick family member at home with COVID-19 should consider postponing elective treatment.*

Is your/their age over 60?

Do you/they have heart disease, lung disease, kidney disease, diabetes or any auto-immune disorders?

Have you/they traveled in the past 14 days to any regions affected by COVID-19? (as relevant to your location)