

5/21/2020

We hope this letter finds you and your family in good health. Our community has been through a great deal 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.

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 will be asked those same questions again when you are in the office.
- Please always wear a mask. You should expect to be screened again upon your arrival to your appointment. This will include having your temperature taken.
- 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 you are offered fewer options. Please note the time of your appointment on upcoming confirmations as times might have changed. **ALL PATIENTS WILL NEED TO COMPLETE A NEW MEDICAL HISTORY FORM.** You can find that on our website listed below. Please print and bring it with you or email it to the office before 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. We are asking that you do not bring anyone to your appointment. Only patients will be allowed in the office.

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 857-350-3400 for Boston or 781-890-4900 for Waltham or visit our website at www.bostonsmile.com.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

The Doctors and Staff of Dental Associates of New England