

Dear Families,

As you may expect, we are reaching out to you today to update you and your family of the status of our availability to you and what we are currently doing to protect our patients. We are passionate not only about protecting your overall health, but also about continuing to maintain your oral health and wellness during this time. Therefore, we will continue to care for our patients and maintain our normal business hours. As you read below, you will see we have uniformly summarized **our current approach to the COVID 19 virus:**

1. We are open for our regular business hours and seeing patients for both preventative and treatment appointments.
2. We are still available for dental emergencies.
3. We are adhering to OSHA sanitation guidelines (as always). (This includes single use masks, gloves, equipment covers and sterilized instruments utilizing an autoclave sterilizer.)
4. We have removed items from our office that are not easily sanitized like magazines, books, toys, etc..
5. We are sanitizing any common rooms such as a reception area and/or playroom on an hourly basis.
6. We are asking patients to arrive at their designated appointment time so that we may immediately take the patient back to their designated chair.
7. We are allowing the patient to wait in their car and be called when ready to go back to their chair should there be a wait.
8. We are performing a health screening for each individual that comes into our office and will reschedule appointments if there is ANY risk noted.
9. We are performing daily health screenings on our staff and will ask staff to remain at home if ANY risks are noted.
10. We are checking the CDC website throughout each day to ensure we are updated and making needed implementations as directed.

What you can do:

1. If you have a fever, cough, shortness of breath or any flu like symptoms, stay home and call us to reschedule your appointment.
2. Continue to practice good hygiene practices like hand washing for 20 seconds or utilizing hand sanitizer.
3. Arrive to your appointment at the designated time to minimize exposure to other patients in reception area.
4. Bring only patients who will be seen for an appointment. Parents, we ask that if you must bring siblings that are not being seen as a patient, you wait with them in your vehicle while your child is being treated.
5. Wash or sanitize your hands upon arrival to our office and upon leaving our office.
6. Maintain good oral hygiene and nutrition practices to avoid the need for additional appointments in the upcoming weeks.

Should you have any questions regarding your or a family member's upcoming appointment, please do not hesitate to contact our office for more information. We will remain vigilant in taking care of our patients during this time, whom we consider our extended family. In addition to taking care of our patients, we also feel a strong need to support our community as well. With recent school closings, we realize that there may be families finding themselves in need in these upcoming weeks. Therefore, if you know of, or are a family who receives assistance through the school lunch program, please feel free to discreetly alert one of our business team members, and we will discuss support options.

Thank you for your continued trust in our office and for providing us with the honor of taking care of you and your family in these upcoming weeks. We will continue to keep you updated of any changes in office hours or policies.

Sincerely,

Drs. Mila Davis and Parya Etebari-Saman

Healthy Smiles Children's Dentistry