



To Our Patients:

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 the safety of our patients, our staff, and our community.

Our office has always followed infection control protocols recommended by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). As these agencies have updated their recommendations in response to COVID-19, we have continued to update our own procedures to better protect our patients and our staff.

For example:

- We have purchased medical grade H13 HEPA filters to substantially reduce airborne pathogens- bacteria, viruses, mold, dust, and allergens.
- Our team members will wear additional personal protective equipment (PPE).
- Team members have all been trained on the latest practices for minimizing transmission of the virus.
- We will continuously disinfect commonly touched surfaces such as doorknobs, countertops, pens, etc.
- In order to maintain social distancing, we have adapted our patient scheduling and check-in procedures as follows:
 1. Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you arrive at our office.
 2. We ask that patients call or text our office when they arrive for their appointment, but remain in their car.
 3. A Team Member will greet you at your car and begin the screening and check-in process. We will take temperatures on everyone upon arrival and ask patients to confirm that they are symptom free. If you are not feeling well, we kindly ask that you reschedule your appointment.
 4. We ask that patients avoid bringing friends and family with them to their appointments as they will be asked to stay outside or in the car. Exceptions will be made for children or those with special needs, and those attending the appointment with them will also be required to go through the screening process.
 5. Upon entering the practice, you will be asked to sanitize your hands.
 6. Patients will use a pre-treatment rinse prior to any aerosol generating procedure, which should significantly decrease the bacterial and viral load in their mouth and the environment.

Over the next few weeks, we will be contacting our patients to reschedule any previously cancelled appointments. We will be managing appointments to facilitate social distancing and to allow greater time for air filtration and disinfection between patients. This might mean that you are offered fewer options for scheduling your appointment. We apologize for any inconvenience you may experience and thank you for your patience as we take steps to protect our patients, our staff, and our community.

Thank you for being our patient! We are eager to get back to taking care of your dental needs in a way that exceeds your expectations, while keeping our community as safe as possible. We value your trust, support and loyalty and look forward to welcoming back our patients, neighbors, and friends.

Sincerely,

Richard F. Marz, DDS
Alex Brown, DMD

And the Team at PREMIER DENTAL WELLNESS