

Our practice is open; we're treating the following patients:

- Patients in pain
- Patients at risk for infection
- Patients with the risk of pain and/or the risk of infection, for the following 90 days, as per the Governor's original guidelines. The Governor specified that these patients should not go to urgent care, nor should this person have to go to the hospital
- Patient's with treatment that needed completion due to long term temporaries, which, if loosened, would cause them pain, increase risk of infection or affect the fit and risk of retreatment due to delay.
- Limited exams
- Necessary x-rays
- Necessary treatment to reduce the risks as noted above: We can treat fractured teeth, crowns that have come off, sensitivity/pain, periodontal disease and necessary extractions. We can also provide different levels of sedation in our office for patients who have dental anxiety.
- No routine care: All hygiene has been rescheduled; the same for all elective restorative procedures.

Our hours have been limited depending on need of our patients. Currently, we're in the office approximately 2 to 2.5 days, on limited hours but the phones are checked daily.

We will ask questions on the phone regarding your health: Have you been exposed to the virus? Are you coughing, vomiting, running a fever or have a sore throat?

Our facility is approximately 2800 square feet. We have six nearly enclosed treatment operatories. Because we see fewer patients, we spread treatment in between operatories as necessary, dependent on treatment. We encourage you to wear masks and gloves into the dental practice. You'll also wear safety glasses. Your mask should be back in place when treatment is completed.

We work to restrict the reception area to one patient. Family are limited. Parents can remain in the reception area if we see a young child. If the you or your family member requires and interpreter, this person is allowed, masked, into the treatment area only when needed to explain treatment. Patients are brought to the treatment area as soon as they arrive.

**As a team:** We wear level three masks when working with a patient at the front desk and while escorting the patient to and from the operatory. Our team wears gloves if handling a credit card or when handing/taking something from the patient. Counters where the patient may stand are wiped immediately after the patient leaves with Cavicide and we let it air dry. The restroom facilities, reception and the front door handle are treated the same way.

- All patients who enter the premises are asked to wash their hands with soap and water for at least 20 seconds.
- In the dental chair, you'll apply hand sanitizer after seating themselves in the dental chair.
- You'll then rinse with Chlorhexidine, 2% for 20 seconds and screen their temperature.
- Before leaving the premises, we'll ask you to wash their hands again
- During clinical care, our team wears a level three face mask, under a N95 mask, that is then covered with a basic care mask.

**As common protocol:** We all wear gloves, protective eyewear, shields and wash our hands constantly. As health care providers, we practice "universal precautions" as we never know who is infected or not. We do this every day, for every patient. Our infection control procedures include rules which are reviewed and enforced regarding appropriate use of PPE equipment and work practices. Dr. Lena Arvidson, our periodontist, serves patients with risks of infection/pain that need extractions and management of infection. Dr. Arvidson practices in a sterile surgical environment, including full garb and head protection.

In addition to all noted existing protocol: For approximately five years, I have had Surgically Clean Air in our practice. A report from the Dept. of Occupational Health determined that one of the worst places to work in the U.S. was a dental practice or a dental laboratory, from an air quality standpoint. We have two Surgically Clean Air units: One very large one serves the six operatories, front desk and reception area. The other smaller unit serves the lab, staff break room, staff restroom and my private office. Based on research, the units remove 99% of virus and bacteria fully recycling the air every 30 minutes.

In all we do, we believe in protecting the well-being of our patients and our team members. After every patient, we clean and bag all touched surfaces and objects using Cavicide wipes and Cavicide spray surfaces. Floors are cleaned daily. Instruments follow normal protocol: Ultrasonic, sterilizer (monitored by an outside company) bagged instruments, bagged trays. All bio-contaminated materials or sharps are disposed of properly with an outside company. All team members have appropriate training, licensing, registrations and vaccines.

If you have any questions or concerns, please don't hesitate to ask them in person or on the phone.

Thanks and take care!

Rhonda

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