

5/18/2020-> **Updated 6/08/2020**

Dear 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. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about some of 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. As far as business operations and community guidance, we follow the latest guidance put out by the Office of the Governor and PA Department of Health (DOH), and review recommendations from the Pennsylvania Academy of General Dentistry (PAGD) and Pennsylvania Dental Hygienists' Association (PDHA). ~~At this time in PA, the DOH does not recommend routine cleanings for everyone. Cleanings may be done in situations in which there is a clear clinical need, as part of a larger treatment, for medical clearance needs, for periodontal issues, or if missing the appointment could present irreversible damage based on our clinical judgment.~~

As guidance evolves and we reopen to see more patients and provide more of our normal dental care and services to patients, 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.
- **Before entering the building you will need to make sure you are wearing a mask** in accordance with current PA government orders and guidance. If for some reason you forgot a mask, please call the office with your cell and we can bring one out to the door.
- 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 in our **waiting room that chairs are limited and spaced out** to maintain social distancing. As a reminder from our previous notice, please come alone unless absolutely necessary as we need to limit the number of people in our patient waiting room. If you notice that all seats are taken in the waiting room, please stop at the front window to let us know you will be waiting in your car until we come get you or text you to come in for your appointment.
- You will notice in our waiting room we will **no longer offer magazines**, children's toys and so forth, since those items are difficult to clean and disinfect. The educational pamphlets that remain are meant for you to take with you if you touch them. Please do not put them back.
- When you are called to the back for your appointment, we will **check your temperature** (Please note that you cannot take Tylenol, Ibuprofen or other temperature reducing medication 6 hours prior to your appointment time). You will be provided instructions throughout your appointment to include a **pre-rinse** with Listerine for 30 seconds. Please respect the office staff's direction on

navigating your appointment and patient flow throughout the office to best protect you and our staff.

- You will notice HEPA **air purifiers** placed throughout the office and we have installed a REME HALO Air Purification System to service the entire office.
- **Staff** will have **additional Personal Protective Equipment (PPE)** and may speak to you behind a sneeze guard, but with the same smile and friendly service!
- **Appointments will be managed to allow for social distancing** and proper cleaning between patients. Please be patient with any tweaks to appointment times.
- 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 814-623-8747 or visit our website at [www.bedfordpasmiles.com](http://www.bedfordpasmiles.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,

Dr. Diane Romaine, Dr. Essam Ibrahim,  
and the Bedford Dental Health Center