

5/8/2020

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 MD Department of Health.

As 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:

- We will be offering **curbside check-in**. When you arrive for your appointment, there will be an outside greeter that will provide you with a pager. Also, at that time, you will be given an Informed Consent, screening questions, and any necessary paperwork you will need to fill out. We will also ask you to park your vehicle in an available space and stay in your vehicle until you are paged.
- **Before entering the building you will need to make sure you are wearing a mask** in accordance with current MD government orders and guidance.
- 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.
- 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. Please respect the office staff's direction on navigating your appointment and patient flow throughout the office to best protect you and our staff.
- 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 301-689-6780 or visit our website at www.alleganysmiles.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 and Dr. Kirsten Heavener