

FROM THE DESK OF

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Your health and safety have always been our #1 priority and COVID-19 has only deepened our commitment to you. Our office adheres to the stringent procedures outlined in the Centers for Disease Control and Prevention's Guidelines for infection control in dental health care settings. The thorough and rigorous cleaning, sterilization and disinfection of all instruments and surfaces are routine and second nature to us, as they are throughout dentistry. I'd like to explain the many steps we always follow to keep you and ourselves safe including the additional precautions we've implemented specifically to address COVID-19.

How we sanitize Exam and Treatment Rooms: Before you enter the exam room, all surfaces have been cleaned and disinfected; including the dental chair, light, drawer handles and countertops. Basically, we sanitize everything that has been touched or could have been touched. Any protective covers that are necessary are replaced as well. The chemicals we use are professional grade and designed specifically for clinical environments. We also wash our hands frequently and always before seeing patients.

How we sanitize instruments: Our non-disposable items like handpieces (commonly known as drills) and other instruments are carefully cleaned and sterilized in a designated area of our practice using hospital grade equipment. It's not like washing dishes at home. We use precision tools like ultrasonic baths for cleaning and high temperature autoclaves to sterilize. We also use tests and indicators to monitor these processes and visually inspect instruments at every step.

How we use disposable items: We use as many disposable items as possible such as needles, gloves, masks, etc. After each patient disposable items are carefully discarded according to current guidelines.

How we are responding to COVID-19: We're taking extra precautions to prevent the spread of COVID-19 including:

- A brand new HEPA filtration system that cleans and disinfects the air in each treatment room every 7 minutes—This means that the room you are walking into has completely cleaned air from any previous patient or procedures
- Cleaning our office using products from the EPA's list of registered surface disinfectants for use against COVID 19

- Carefully following all national, state and local guidelines for increased personal protection equipment for all our staff (you will notice that we will “look” a little different!)
- Pre-screening patients through a specific questionnaire when scheduling their appts as well as before their procedure
- Screening ourselves and our team daily by taking our temperatures and a daily questionnaire regarding any symptoms experienced
- Streamlining our procedure for check in, removing unnecessary interactions, virtually eliminating any waiting times in our reception area (you will go directly from your car to your treatment room)

How we are protecting ourselves: The safety of our dental team is Job #1, so we have recently upgraded our personal protective equipment requirements that align with the latest CDC guidelines. Because, like you, we have family and loved ones who rely on us, so working safely is extremely important to us.

How we are welcoming you back: You’ll notice some changes in advance of your next appointment. We’ll be calling you prior to your arrival to screen you for any symptoms which would require us to postpone your appointment and direct you to your healthcare provider for treatment. On that call we can also answer any questions you may have and explain our new procedures for when you arrive to your appointment. We may take your temperature or screen you in person for symptoms prior to your appointment. While these steps are inconvenient, they are necessary to ensure we’re doing everything we can to protect all of our patients as well as our team.

Dental care is vital to stay healthy and prevent minor issues from progressing into painful, complex and expensive conditions. Please rest assured that our office is likely one of the most thoroughly cleaned and disinfected environments you can possibly be in. We’ve missed you and look forward to seeing you again

Sincerely yours,

Brandon A James DDS and Team