

Dear Patient Family,

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 and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about 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 agency's recommendations.

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.
- We have hand sanitizer that we will ask you to use when you enter the office.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Our front desk has been enclosed with a glass partition.
- All garments are laundered onsite so there will be no virus particles coming into the treatment rooms from an unknown source.
- All Staff will have all the necessary levels of PPE to keep both you and them safe. These will include an isolation gown, shoe covers, head bonnets, face shields, and double protection of a N-95/KN95/surgical masks.
- Our staff will continue our usual infection control procedures, but now they are raised to Hospital levels of isolation and disinfection.
- Increased levels of disinfection have been added by using air purifiers in each room. The Swiss IQ will filter out viral particle sizes below that of COVID-19. It will scrub the air in a 1200sq ft area 2x every hour.
- Each treatment room will have a Molekule air filter that utilizes newer technology than a HEPA filter, and removes 99.99% of the RNA Virus MS2.
- Throughout the day we will fog treatment rooms with Hypochlorous Acid which is strong enough to kill COVID-19. It has been around forever and is safe.
- We have taken steps to decrease all aerosols created in the office both by air collection and newer disinfection techniques. An ADS Extra Oral Suction will be present in each operatory which works via Hepa filter and UVC light to kill the viruses.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

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 860-658-7833.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Michael J. Williams and Team