

Dear Patients & Families,

As the COVID-19 pandemic has unfolded and impacted all our lives, we have been faced with questions about how to lead our daily lives. In recent weeks, the focus has shifted to how to get back to our routines and find a “new normal”. We have all felt uncomfortable and frustrated with the restrictions and uncertainties of this new normal. We want to ensure your experience at our practice is met without any anxiety or fear.

Our goal is to be as transparent as possible by answering your questions related to infection control and COVID-19, with the ultimate hope that you will feel confident in visiting our practice when we re-open. We are following the infection control recommendations of California Dental Act (CDA), the U.S Center of Disease Control and Prevention (CDC), and the American Dental Association (ADA). The infection control processes were made to guarantee safe and secure care for both our patients and staff.

You will see some changes when it is time for your next appointment. These changes were made to help protect our patients and staff.

### **What Are We Doing to Prepare to Re-Open?**

- Our office will communicate with you before your child’s appointment to ask some screening questions. You will be asked those same questions again when you are in the office.
- We have added air purifications devices. These devices will cycle and filter the air continuously.
- All our team members will now be wearing more personal protective equipment (PPE). Because the scarcity of PPE and other safety equipment, the expenses of such items have increased dramatically. The CDA is actively negotiating with dental insurance companies as to how to manage these increases.
- We will have hand sanitizer available to you throughout your visit.
- You will no longer see magazines, children’s toys, books, or games throughout the office.
- Appointments will be managed to allow for disinfection and social distancing between patients. Fewer scheduled appointments will reduce waiting time, decrease patients in the waiting room, and allow time for enhanced disinfection between patients. There may be fewer options offered for scheduling your appointment.
- Due to the new safety regulations we are modifying our current schedule. If you currently have a previously scheduled appointment within the next two weeks, we will be contacting you shortly. For appointments scheduled further in advance, you will be contacted, as our schedule must be modified.

We look forward to seeing you again and answering any questions you have. To make an appointment, please contact our office at (818) 790-6721. We cannot tell you how much we appreciate your continued support, your compassion, and your understanding of the changes that have occurred in our office due to these troubling times. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

*Dr. Chin, Dr. Aneri, Dr. Jean, Dr. Kira & Staff*

# COVID-19 PROTOCOLS



**Reconfigured our waiting room to respect social distancing guidelines**



**Temperature check & hand sanitizing upon arrival**



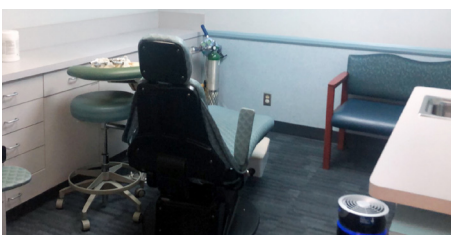
**New social distancing markers on the floor**



**Contact-free check-in with new acrylic barriers**



**Contact-free check out with new acrylic barriers. Hand sanitizer available at every station.**



**Set-up air filters to remove particles & recirculate clean air.**



**Reconfigured our bay to respect social distancing & enhanced disinfection.**