

5/20/2020

To Our Patients:

We hope this email 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. Due to the increased cost to our office for the additional PPE, this will result in longer appointment times and an increased cancellation fee of \$100 for less than 48 hours' notice. These will be temporary charges until we get through these arduous times.

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:

- You will be asked some screening questions upon your arrival to the office.
- We will ask that you wash your hands before getting seated for your appointment.
- Your temperature will be taken and logged before the appointment begins.
- 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.
- 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.
- Our staff will be in PPE during every procedure.

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 **215-699-0650** or visit our website at **www.bestdentalcare.net**.

If you lost dental coverage during this unprecedented time, we are offering to patients an Office Membership Plan for both individual and family coverage. Give us a call to discuss the details.

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

In Good Health,

Dr. Mathew K. Cherian and Staff
Smile Designers of North Wales