

To our Valued Patients:

It is my sincere hope that this letter finds you, your family and your loved ones in good health. The past several weeks required all of us to make several adjustments to our normal routines and habits. We in the dental profession have had to do the same and like many of you, are eager to return back to work.

On Friday, May 8th, 2020, the Pennsylvania Department of Health allowed dental practices to resume normal operations provided they meet specific CDC guidelines related to COVID 19. In adherence to these guidelines, along with those provided by the American Dental Association (ADA) and the Occupational Safety and Health Administration (OSHA), our office will re-open on Tuesday May 26th for staff training and organization. We will then resume normal business hours starting Monday, June 1, 2020. Our office has and will continue to follow the activities and guidance of these regulatory agencies to ensure we are staying up-to-date on any new recommendations for infection control procedures.

As we prepare for our re-opening, the safety of our patients and employees remains our highest priority. Given this, we have implemented some measures that specifically relate to COVID 19. This will include:

- a screening questionnaire that will be communicated to you before your appointment and repeated at the time of your appointment.
- Temperature screening at time of appointment.
- The use of a mask or covering when accessing our office.
- The use of hand sanitizer upon entering our office.
- Social distancing while waiting to be seated or alternatively waiting in your vehicle until your appointment time.
- The presence of barriers at the reception desk.
- Removal of any reading material, remote controls, children's toys and toy box from the waiting room.
- Spacing out of patient appointments to reduce waiting times, as well as to reduce the number of patients in the reception area at any one time.

Appointment scheduling will commence initially with cases of highest urgency or need. If you had called the office during the shut-down for an urgent dental issue, you will be contacted shortly to set up an appointment. Patients whose appointments were canceled during the shut-down, and those who have appointments scheduled between the weeks of May 26th and June 26th, 2020 will be rescheduled accordingly. Please be patient, as we will be contacting you in the coming days to set up your appointment.

In response to the inflated cost of purchasing personal protection equipment (PPE), we will be charging a PPE fee of \$10.00 per patient visit. The ADA has provided dental offices with an insurance code for this service. While some insurances have agreed to provide coverage for PPE fees, others have not. Our

office will make every attempt to let you know before your appointment, whether or not your insurance will cover this fee.

Finally, patients who are experiencing flu-like symptoms, or those who have tested positive for COVID 19 will receive dental care via tele-dentistry. Testing information is available by calling your primary care physician or **1-877-PA-HEALTH**.

I look forward to welcoming you back to the practice. On behalf of my staff, I am thankful for your patronage and will continue to do my part in providing you with consistently high quality dental care in a safe and comfortable environment.

Yours truly,

Maedot Semo, DMD