

## ***A SPECIAL MESSAGE FROM YOUR SIEGEL & DOLT TEAM!!***

Dear Siegel & Dolt Family,

Most importantly, we hope this message finds you and your family safe and 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 much has changed, one thing has remained the same: ***our commitment to your safety.***

Siegel & Dolt will start a “soft reopening” on, **Monday, May 18th**. Our team has already begun confirming and/or rescheduling appointments. We will do our absolute best to reach everyone as quickly and efficiently as possible, so please be patient with us.

Infection control has always been a top priority for our practice and we have always followed CDC and OSHA guidelines. Our protocols ensure that when you receive care, it's both safe and comfortable. COVID-19 is a ***respiratory illness*** and therefore, requires additional precautions to be taken.

The primary concern in any dental setting is the production of ***aerosols*** as they are a known transmission mechanism for COVID-19. Additional protocols have been added to limit the production of aerosols as much as possible. We want to take this time to fully explain these changes as they affect our office, physically and environmentally, as well as our patient care procedures. ***All of these changes have been made to protect all of us: our wonderful patients and incredible team.***

### **COMMUNICATION AND APPOINTMENT PROTOCOLS**

- For your convenience and safety, we will send you a pre-appointment questionnaire which can be completed electronically, even on your cell phone. When you arrive for your appointment, please be prepared to answer these questions once again. As we all know, things change rapidly.
- If you are ill, running a fever or have been exposed to COVID-19, please call to reschedule your appointment.
- For those who have existing appointments: your appointment time may have changed due to social distancing requirements. ***Please review your appointment reminder!***
- Appointments will be managed based on procedure types and clinical distancing between patients. This may mean that fewer options are available for scheduling your appointment.

- When you arrive for your scheduled appointment:
  - Please arrive 10-15 minutes prior to your appointment time to allow time for pre-screening.
  - Your temperature will be taken with an infrared thermometer.
  - Please arrive wearing your mask. If you do not have one, we will gladly provide you with one.
  - Please use the hand sanitizer provided for you. We will have plenty available throughout the office.
  
- You will notice that chairs in our lobby have been rearranged to allow for proper social distancing.
- Bring your own reading material as we have also removed all magazines from the lobby.
- The coffee bar has been transformed into a “sterilization center” to provide you with masks, gloves, and sanitizer should you need any.
- At the start of the appointment, all patients will be required to rinse with a special mouthwash, Peroxyl, for 60 seconds to reduce the oral microbes present in saliva.

### **WHAT ELSE ARE WE DOING TO KEEP US ALL AS SAFE AS POSSIBLE?**

- We are installing an air purification system in our office.
- We have provided our team with all required, high quality PPE.
- Temporary acrylic distancing barriers have been placed at our administrative stations to reduce aerosol exchange.
- We have added additional high velocity local evacuation systems to capture aerosols at their source.

Thank you for being an integral part of our family! We are grateful for your understanding and patience as we employ these enhanced measures to provide care in an even safer environment. We very much value your trust and loyalty and look forward to seeing you all very soon.

Most Sincerely,

Harris, Skip and the Entire Siegel & Dolt Team