

5/13/20

Dear Patient,

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 to the extent that we can.

We deeply appreciate your understanding and support during our time of closure in order to do our part to control the spread of the coronavirus (COVID-19). We are happy to say that we are planning to reopen our New York office for patient treatment on June 1st, 2020, and our New Jersey office for patient treatment on June 10th, 2020.

Your health and wellbeing continue to be our highest priority, and we are carefully updating our practice procedures and training our staff to do all that we can to minimize the risk of COVID-19 for our patients and team members upon our reopening. Our infection control processes have always been made so that when you receive care, it's both safe and comfortable. In response to the virus, we are now taking extra, in-depth precautions 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 are actively following the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

Our office has also made changes to our process regarding how we handle patient appointments to help protect our patients and staff. For your peace of mind and preparation, these changes have been set in place to provide a safe dental treatment experience. They include, but are not limited to, the following:

Before Your Appointment

- 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 office will communicate with you beforehand to ask some screening questions and to inform you of the following mandatory pre-appointment procedure.
 - a. You will be *texted or emailed* the intake screening forms to review and submit prior to your appointment. You'll be asked those same questions again when you

are in the office.

- b. Your medical and consent forms will be *emailed* to you and must be updated before you arrive.
- The doctor may opt to perform an exam via Teledentistry prior to making an in-office appointment. Teledentistry allows the doctor to assess your problem via video-conference without you needing to come into the office. After the consultation, she can determine what the appropriate next steps may be.

Upon Your Arrival at the Office

- You will be asked to wait in your car or outside the office until your scheduled appointment time. The office will text you when we are ready to do your screening.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed, along with cleansing wipes for surfaces and boxes of gloves.
- Your screening will be reviewed BEFORE entering the office.
- We will be taking your temperature.
- All patients will be asked to rinse their mouths with an antiviral rinse prior to beginning your treatment to help eliminate aerosols as an additional safety precaution.
- ONLY scheduled patients will be allowed entry into the office.
 - Parents and other family members will be asked to wait outside whenever possible.
- Books and magazines will be removed from the waiting area and we will suspend our coffee and water with cups service.
- We will ask that you continue to practice social distancing measures in common areas of the office at all times.
- The public areas, including restrooms, will be cleaned and sterilized frequently throughout the day, along with frequently touch objects (such as furniture, door handles, pens, keyboards, faucets, and phones)
- There will be no physical contact with patients with the exception of treatment.
 - Note - Any patients showing signs of a fever or other symptoms of illness will be asked to reschedule their appointment.

Office Protocols

- Staff are required to receive COVID19 testing prior to returning to work, and to keep a daily temperature log.
- Staff will be required to rinse their mouths daily with an antiviral rinse for added safety.
- Our team is trained on the CDC guidelines for infection control and using the appropriate personal protective equipment (PPE) such as masks, gloves, face shields, and gowns, and are required to change into their scrubs upon arrival and out of their

scrubs when leaving the office.

- Our team will STRICTLY follow guidelines set forth by CDC, public health and our dental governing bodies.
- All rooms will be COMPLETELY sterilized before each patient is seated.
- All operatories have high-volume air filtration and purification units. The units are capable of removing particles smaller than the COVID- 19 virus.
- During patient care appropriate masks, face shields and gloves will be worn by everyone and changed between patients.
- All operatories are equipped with disinfecting UV-lights that will be used as an additional measure to sterilize after each appointment.
- All surfaces that came in contact with the patient will be wiped with disinfectant including the patient chair and the accessory chair where the patient placed their personal items and/or coat hanger.

Checking Out After Your Appointment

- Clear panels will be in place at the front desk to protect against sneeze droplets.
- After every transaction, the checkout desk and glass will be wiped with a disinfectant.
- We will offer contactless credit or debit payment upon completion at the front desk.
- Patients are asked to report if they experience any cold or flu-like symptoms up to 14 day following their appointment.

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. We are proceeding with an abundance of caution, but we want you to feel as confident as we do that any visit you make to our office will be a safe one.

To make an appointment, please call our NY office at (914) 478-4448 or our NJ office at (201) 222-8200, or visit our website at <https://www.paramodds.com/appointments/>.

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

Sincerely,

Dr. Paramo and the Hudson Family Dental Team