

To Our Dear Patients,

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. We are ecstatic to let you know that **Crescent Dental Center will begin scheduling appointments on Monday, June 8, 2020.**

In the next few days, our staff will begin reaching out to patients. If you had a postponed appointment during the shutdown, we will call you to reschedule. We appreciate your patience while working through our list. You may also call us at **(925) 798-7570** to inquire about your dental care.

While many things have changed since March, one thing has remained the same: our commitment to your health and safety. Infection control has always been a top priority for our practice, and you may have seen this during your visits to our office. Please know that our office is continuing to follow all hygiene and infection control recommendations from American Dental Association® (ADA), the U.S. Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA). Our highest priority is to keep all of our patients and staff as safe as possible.

Based on new recommendations, you may see some changes when it is time for your next appointment. For example:

- Appointments will be managed to allow for social distancing between patients. We thank you in advance for your cooperation and flexibility.
- To ensure non-contact between patients, call us on arrival for your appointment to check-in. We will call you back to let you in the office for your scheduled treatment.
- We ask that patients enter the office unaccompanied, if possible. For those patients who need a guardian to accompany them, we ask that this be limited to a single companion.
- A COVID-19 pre-screening will be performed when you book an appointment over the phone. You will be asked these screening questions again when you are in the office.
- Touch-less temperature checks will occur at every visit and logged in our records.
- Every person entering the office is expected to wear a face covering and will be asked to sanitize their hands immediately upon entry.
- Pens and clipboards will be sanitized after each use. Alternatively, you may bring your own pen.
- Adult patients will be required to gargle/rinse using an antibacterial mouthwash once seated for treatment.
- Each treatment room has been equipped with an Extraoral Aerosol Suction, a high-powered negative suction that eliminates droplets and aerosol particles created while providing treatment
- A sneeze-guard has been installed around the front-reception area.
- In addition to our regular sterilization protocol, we will sanitize each room with a medical grade UV-sterilizer over night. HEPA Air purifiers will be on during all business hours.
- Magazines and our self-service water fridge have been removed from the waiting room. Complimentary water bottles may still be requested from the front-desk.

As a valued patient at Crescent Dental Center, we appreciate the trust you place in us. We 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 look forward to welcoming you back into our office and taking care of your dental needs.

Sincerely,

Dr. Baluyut & The Crescent Dental Team