



May 4, 2020

To our patient families and the communities we serve,

We hope this message finds you and your family in good health. Our communities have 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 CarolinasDentist. In light of the COVID-19 pandemic, we have significantly ramped up infection control measures and have heavily invested in our team members and practices to ensure that your care is both safe and comfortable.

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 guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations. With this knowledge we have chosen to go above and beyond the current guidelines.

As such, you may see some changes and added precautions when it is time for your next appointment. For example:

- Our team will communicate with you beforehand to ask some screening questions.
- You will also digitally receive any necessary forms in an attempt to limit the exchange of pen and paper.
- Appointments will be managed to allow for social distancing between patients and increased sterilization precautions following treatment.
- Upon arrival, please remain in your vehicle in the parking lot and let us know via call or text that you have arrived. When your operatory is ready, we will contact you and a team member will greet you just inside our front door to lead you to your own room.
- 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.
- We will be using touchless thermometers upon entry to help assess patient wellness.
- We will use a mouthrinse designed to limit bacteria in the mouth prior to the start of your appointment.

- You may see that our waiting room will temporarily no longer offer magazines, children's toys, and so forth, since those items are difficult to clean and disinfect.
- Our team members will be utilizing enhanced Personal Protective Equipment protocols (PPE), over-and-above prior standards.
- We will use specialized high volume evacuators in each operatory to significantly reduce aerosols at the source.
- We are using EPA approved disinfectants against coronavirus to clean and disinfect rooms in between patients and will routinely disinfect frequently touched surfaces throughout the day as well.
- To further aid in improving air quality within our practices, we will be adding multiple air disinfecting purifiers approved for clinical settings that eliminate contaminants.

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 practices. To make an appointment, please call our office or visit [CarolinasDentist.com](http://CarolinasDentist.com).

Thank you for being part of our CarolinasDentist family. We value your trust and loyalty and can't wait to see your smiling faces again soon!

With love,  
The CarolinasDentist Team