



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. 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 our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's 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 new rulings or guidance that may be issued.

You may see some changes when it is time for your next appointment. All changes have been either required or recommended by federal and state agencies. We made these changes to help protect our patients and staff. Please make sure to follow the steps outlined below at your next appointment:

**1.** We need each patient to fill out the ADA Patient Screening Form. It is included on our website. It has two columns with the same questions. Please fill out the first column a FEW DAYS BEFORE your appointment. Fill out the second column THE SAMEDAY as your appointment. Sign and date anywhere on the page. Legal guardians must sign for minors. PLEASE BRING IT TO US IN PERSON ON THE DAY OF APPOINTMENT.

- If YES is answered to any of the questions, please call our office before scheduling your appointment.

**2.** BEFORE your appointment, make sure to brush and floss thoroughly AT HOME. Our brushing station is unavailable and has been converted to a hand washing station.

**3.** Once you arrive to your appointment, please remain in the car and call our office to let us know that you have arrived. We will sign you in and then call you back once we are ready. FACE COVERINGS will be REQUIRED in our facility upon entry and until we advise you to remove it. Please be on time and don't arrive more than 10 minutes early.

- EXISTING PATIENTS: The patient is the only one allowed to enter our facility. We understand that this may pose some concerns for minors, however we promise that your son or daughter is in trusted hands. If you have a question or concern, please bring it to our attention before the appointment. We will remain as flexible as the guidelines allow.

- NEW PATIENTS/ CONSULTATIONS: Please minimize your party to include a legal guardian(s) and the patient.

**4.** Upon entry, it is advised that the patient enter the restroom (directly to the left once the front door is opened), wash their hands, and rinse out with Colgate Peroxyl for 1 min. This mouthwash helps disinfect the mouth prior to treatment.

**5.** Before taking the patient to the back, we will record his or her temperature using an ear thermometer. Make sure that the patient has the Patient Screening Form completed so they can turn it in to us.

California Department of Public Health (CDPH) has given us the “yellow light” to begin a soft-opening starting Monday, May 18th, 2020. CDPH is limiting the number of patients we can see in a day; therefore, we will be open more days and for more hours to accommodate everyone as best as possible. Our automatic payment schedule (all patient contracts) will begin running once again starting Monday, May 18<sup>th</sup>, 2020.

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 will be calling you soon in order to schedule your next appointment. We will be scheduling patients based on the last time they were seen (patients who have not been seen for the longest will be priority). We truly appreciate your patience and understanding during these difficult times. THANK YOU for being our patient. We value your trust and loyalty and look forward to welcoming you back. We are SO excited to see your smiling faces again!

P.S. Please continue on to the bottom of the page to see the list of upgrades we have made to our office.

Sincerely,

Jacobsen and Maleeh Orthodontics

(760) 951-7752

#### List of Safety Upgrades

1. Hand sanitizer and tissues in all common areas.
2. Our brushing station has been converted into a hand wash station.
3. Barriers have been placed between the clinical chairs to allow for social distancing.
4. HEPA filters have been placed in all common and clinical areas to purify the air constantly. In addition, we upgraded our HVAC system to the top-of-the line filters to help purify the air.
5. Plexiglass sneeze guards have been installed in the reception area and the consultation room.
6. A screening station (temperature and questionnaire) has been set up in our vestibule area upon entry to our facility.
7. Peroxyl mouthwash is provided to all patients to help disinfect the mouth prior to treatment.
8. All employees are required to wear face coverings. For additional protection, our dental assistants and doctors will be wearing surgical and/or N-95 masks with a face shield during treatment procedures.
9. All employees will be required to go through the same screening procedures as our patients.
10. The number of patients in our facility will be reduced in order to allow for social distancing.