



June 2, 2020

Dear Family and Friends,

We hope this letter finds you and your family in good health. The last few months have been tumultuous, unprecedented and it has left most people feeling uncertain about the future. We wanted to reach out to all of you to make sure you know that we are here for you in any capacity within our scope of practice. Whether that's lending an empathetic ear, or a helping "gloved" hand or relieving dental pain, we are here for you. We want to reiterate the importance of maintaining a healthy oral cavity. The mouth is the gateway to overall health and crucial to fighting off the disease processes that are constantly bombarding our immune system.

Because we care for each and every one of you, we also want to take this opportunity to share with you the extra steps we have taken to protect you, your loved ones, our staff, and especially the higher risk individuals that require special attention. Our most important commitment is to your health and safety. Our office follows the infection control recommendations from the American Dental Association, the U.S. Centers for Disease Control and Prevention and the Occupational Safety and Health Administration. We are committed to ensuring that our infection control procedures are current and effective.

You may see some new processes when it is time for your next appointment. These are some of the changes:

- You will be asked screening questions both before your appointment and when you arrive in the office.
- You will be asked to wash your hands with soap and water or use the hand sanitizer we will have available as soon as you enter the office.
- You may notice that our waiting room will no longer offer magazines, children's toys and other items that are difficult to clean.
- You may notice that we have sneeze guards on the counter tops where you will be interacting with the front staff.
- You will be offered appointment times in such a way to allow for physical distancing between patients.
- You may be asked to wear a face mask when you enter the office.
- You may notice that we have installed a new air purifying system in each operatory to sterilize the office climate.
- You may notice new high evacuation systems in each operatory to lower the presence of aerosols.
- And lastly, you will notice your friendly hygienist/doctor will be in full personal protective equipment beyond what they would normally wear.

We look forward to seeing all of you again and we are happy to answer any questions you may have. Thank you for being our patient, we value your trust and loyalty and look forward to welcoming you back into our office. We are resilient and our office is confident that we will get back to a new normal very soon.

Drs. Amir and Ayeh Ghadiri and Staff