

To all of our patients at Parkview Dental Associates,

We hope this letter finds you and your family in good health. Your overall health and wellness has always been our highest priority. After careful evaluation of the most current guidelines provided by the American Dental Association (ADA), Center for Disease Control (CDC) and the Occupational Safety and Health Administration (OSHA), we remain confident in our ability to provide your dental care in a safe and healthy environment at Parkview Dental. We want to share with you our infection control procedures to keep patients and staff safe.

We will maintain a clean and safe environment and continue to comply with OSHA and CDC infection control guidelines:

- We **sterilize or safely dispose** of all instruments and products used during patient care
- All patient care staff are required to wear gloves, face masks, safety glasses and face shields
- All staff will have temperature taken daily
- The dental chair and instrument trays are wiped down with **hospital-grade Cavicide** disinfectant after each patient use
- We adhere to universal infection control protocols to disinfect all patient contact areas
- We have expanded and increased the frequency of **cleaning and disinfecting all common areas** (countertops, door handles, faucets, arm-rests) throughout the day
- The fabric chairs will be sprayed with hypoallergenic disinfectants
- We have temporarily removed items that pose a risk for cross-contamination (Magazines newspapers, toys and books)
- The air in the entire building turns over 4-6 times per hour. All of the HVAC systems are equipped with MERV 13 rated filters with the ability to filter out viruses
- We will operate at a reduced staff and patient capacity to limit the number of people in the building. We will **stagger** patients and **rotate** operatory between patients, so that each room will have one hour to recirculate the air

For the safety of our staff, we require patients to reschedule under the following conditions:

- Experience flu-like symptoms (fever, cough, severe headache, body aches and chills)
- Have an immediate family member who have been exposed to anyone with Covid19 symptoms the last 14 days
- Traveled out-of-state or come in contact with individuals who have or are suspected having Covid19 symptoms

In addition, you may notice the following new changes at your next appointment. We implemented these measures to protect our patients and staff.

- Limit extra family members - only one parent or guardian per family and no additional children
- Call from your car in our parking lot to get checked in

- Take temperatures of all persons entering the building (non-touch infrared medical grade thermometer)
- Use hand sanitizer after entering the building.
- Observe social distancing while in the building
- Rinse with 1% hydrogen peroxide for 1 minute before the appointment

If you are among the Covid19 risk group (age 60 over, hypertension, cardiovascular diseases, diabetes, immune suppressed) and need to seek immediate dental care, we will make necessary arrangements to accommodate.

We are closely monitoring updates from ADA and CDC, and will continue to seek guidance from these agencies and local public health officials. As new information presents itself, we will make the necessary adjustments to our operations and will keep you informed of any changes. If you have any additional questions and concerns, please feel free to contact our office at **608-837-7394**. Your overall health and safety are of paramount importance to us. Whatever the time ahead may hold for all of us, we want to wish you all the best.