

Dear Parent,

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. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the American Dental Association (ADA), the US 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. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you beforehand to ask some **screening questions**. You'll be asked those same questions again when you are in the office.
- We will be taking your **temperature** and your child's temperature before beginning treatment.
- Please make sure that you **come wearing a face covering** and keep it on throughout your child's appointment.
- All the doctors, assistants, and front desk will also be wearing masks (and gowns and possibly head coverings). Please reassure your child beforehand that although we **may look different** with these crazy outfits on, we are still the same caring and friendly people that they have seen their last many visits.
- You may see that our waiting room will no longer offer magazines, books, or toys for the kids to play with, since those items are difficult to clean and disinfect.
- We will have several **air purifiers** placed throughout the office to filter the air to make it a safer experience.
- Appointments will be managed to allow for **social distancing** between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- We will only allow **one parent to chaperone each patient**. Siblings who are not being treated will be requested to stay home.
- Due to the increased demand and exceedingly high cost of all Personal Protective Equipment at this time, some offices are charging a \$10-20 per patient/per visit charge to offset this cost. We will NOT be doing this. In lieu of this charge, we just ask that you **do not miss any appointments** and please show up on time.
- We will not be able to see any patients who are more than five minutes late. If you are running late, we will have to reschedule your appointment.
- Since we are limiting the amount of patients we see during the day, we need all patients to arrive at their appointed times. For any missed appointments that we weren't given 24 hour's notice, we will be giving a **\$75 missed appointment fee**.

We miss all our wonderful families and look forward to seeing you all again soon. 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. To make an appointment, please call our office at (818) 849-5457 or visit our website at encinopediatricdentalgroup.com.

We appreciate your understanding with these new protocols.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back everyone soon.

Sincerely,

Drs. Mansouri & Curtin and the entire Encino Pediatric Dental Group staff