

Dear Patients,

We hope this letter finds you and your family in good health. We miss you and are working hard to get things ready for your return! Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal routines. We have made some changes in our infection control procedures so we can get back to making smiles and caring for you again.

Infection control has always been a top priority for our practice. Governor Hogan has deemed us part of the phase one reopening which allows a return to elective medical procedures. Things in our office will look a little different to comply with the recommendations made by the ADA, the CDC, and OSHA.

These are some of the changes you can expect to see:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked the same questions when you get here. For example, have you had a fever, cough, flu-like symptoms or been near anyone with such symptoms? If yes you will need to wait 14 days for a dental appointment. Should that not be possible, and you have a serious emergency please let us know so you can make special accommodations for you. We will take your temperature when you arrive. Anyone with a temperature over 100 degrees will be asked to reappoint. (And each staff member will have theirs taken daily as well).
- All the doors will be left open where possible. You will find hand sanitizer when you arrive. We will send you home with your own! We ask that you wear a mask or face covering into the office that you can remove once you are in the operatory.
- You will see our waiting room will no longer offer magazines, children's toys, etc as those items are difficult to clean and disinfect. In general, the place will look a little sparse.
- Appointments will be managed to allow for social distancing between patients. This may mean there are fewer options for scheduling as we need to reserve early mornings for our higher risk patients. For our higher risk patients we will accommodate some during hours before we normally open

and early mornings to keep you safe. When we first return our operating hours will expand to help spread everyone out.

- We will ask that you remain in your car and call us on your cell phone when you arrive. We will call you up when we can minimize or eliminate your wait time in the reception area. We do not want anymore than 2 patients in the waiting area at a time and ask that you remain 6 feet apart.
- We ask that all patients arrive without any friends or family members. Parents we would like you to remain in the car if your child is over the age of ten. Please let us know if they are very anxious and this isn't possible. You can walk them up and we can call you to come get them. This is for your safety.
- Our clothing will look different. And even if we don't shake your hand know that we are happy to see you. We will be wearing n95 masks and face shields. Because of this, and some other upgrades, there will be a nominal infection control fee. (A special shout out to the Piepmeier family for using their 3D printer to get us suited up in our face shields, to our neighbors who have graciously sewed us surgical caps, and The Knoeple family for awesome face shields).
- Your cleaning will be a little different. We will only use the cavitron minimally as it generates a lot of aerosol.
- We would like to take care of as much paperwork and financials on the phone as possible to avoid a long stay in the reception area. The front desk will call you ahead of time and arrange this. Follow up visits can be handled on the phone as well. If this isn't possible we will be installing a plexiglass barrier and will provide disposable pens. We will now accept Venmo.
- There will be air filters in every operatory as soon as possible.
- Routinely we will have an infection control company come to use electrostatic sprayers to apply hospital grade disinfectant in addition to our normal daily infections control measures.
- You will see that MD Primary is treating patients in a temporary structure in the parking lot. No one with any respiratory illness or cold of any kind is allowed in the building or has entered the building in the last two 2 months.

Please keep in the mind this virus is easily killed with soap and water. The best thing you can do is wash your hands often. While we are taking every measure we can to keep you safe, please understand the only 100 percent way to not get sick is to stay home. If you are high risk we are happy to discuss with you if coming to the dentist is the right option for you now.

On a personal note, this has been a very trying time for myself and my staff. Never in a million years could I have imagined being closed for months and being forced to lay off my employees. They are like family to me and I could never care for all of you without them. We miss taking care of you and have been worried about your health while we are home. Please be patient with them as we get things up and running. All these changes are new for all of us, and we are trying our best to get used to our new normal. We hope at some point in the future that the government will allow us to participate in testing for the virus, antibodies if that testing proves fruitful, and possibly the vaccinations should that become available.

Lastly, our supply chain of PPE has not returned to a normal flow. Should we at any time not have appropriate gear we will need to return to seeing emergencies only. There will be a nominal infection control fee for each appointment to cover the cost of all the additional measures.

Please, please call with any questions or concerns. And we can't wait to see you!!!!

Sincerely,

Meredith Esposito, DMD