

## WELCOME BACK LETTER- WHAT WE ARE DOING TO KEEP YOU SAFE

Dear Patient of Fairfield Dental Arts:

Hello! We hope this letter finds you and your family in good health. Our community has changed a lot over the last few months but despite all that has changed around us, one thing has remained the same here at Fairfield Dental Arts: our commitment to your safety.

We have always exceeded the infection control guidelines provided by the American Dental Association, the Occupational Safety and Health Administration, Connecticut Dental Association, and Center for Disease Control. Our infection control processes are made so that when you receive care it is both safe and comfortable. We are always gathering and reviewing information and protocols from these organizations so we remain up-to-date and current on any new rules or guidance that may be issued. Your, and our staff's safety, is of the utmost importance to us, as it has always been.

You will notice when you come to the office that some things have changed. Please know these new protocols have been put in place for your safety. Some of these changes include:

We will be recording our staff members temperature and overall health twice daily.

Our staff will be reaching out to you prior to your appointment to complete our pre-screening process. You will be asked those same questions again when you arrive for your appointment. Please be candid with your answers.

We have implemented our new virtual waiting room! When you arrive to our office, please call our office line to let us know you are here for your appointment. Someone will be out to greet you and complete the second stage of our screening process and take your temperature. If possible, please bring your own pen and mask to complete any paperwork. If you forget a pen, not to worry! We will have a pen for you to use throughout your visit and take home. After our screening process is complete, you will be escorted directly to your treatment room.

We ask that you enter the office with a mask on. We have hand sanitizer in the reception area and in other places throughout the office for you to use as needed. We do ask that you use sanitizer or wash your hands prior to sitting down in the dental chair and removing your mask.

We no longer will offer magazines or water in the reception area as those items are difficult to disinfect.

We are taking the strictest precautions with our personal protective equipment- it may be jarring to see us with all our layers on for the first time! All staff members who interact directly with patients will be equipped with masks, eyewear, surgical head cap, face shields, and a new protective jacket for each patient. These barriers we will be wearing are our form of social distancing for protection against the transmission of germs during your treatment.

We ask that you rinse with our pre-procedural peroxy rinse prior to beginning your treatment to reduce exposure to germs (bye-bye COVID!).

We will be introducing protocols during procedures to reduce or eliminate airborne aerosols during all dental procedures. This may mean that some of the procedures and equipment we use may look a little different from what we had done before.

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We will be offering a virtual check out option to schedule any additional appointments needed and to complete payment. A staff member will call you within 5-10 minutes after your treatment is completed. Our front desk area will be open for in person check out, one person at a time. We ask that you stand behind the black rope to maintain social distance between you and our front desk staff if checking out in person.

We have enhanced our operatory disinfection protocols. We have relocated our mail and package services. All packages and mail will be properly disinfected before entering the office. Delivery and drop offs of UPS/FedEx packages will be through a side entrance to limit contact with patients.

Throughout the day and at the end of each day, we have enhanced cleaning of high touch surfaces including but not limited to door handles, office fixtures, computers, keyboards, telephones, chairs, and any other equipment or surfaces that are frequently handled or touched.

Appointments will be managed to allow for social distancing between patients. This might mean that you will be offered fewer scheduling options for your appointments. If possible, we ask you come alone to your appointment to limit the number of people in the office.

We will be implementing longer appointment times for you to prepare and complete all appointment tasks and duties in the safest, most comprehensive manner possible. Similarly to grocery stores, we will be encouraging our high risk or elderly patients to be seen first thing in the morning, or at slower business hours. This also means that we may be offering fewer appointment options.

We will be utilizing more tele-dentistry services with our doctors via FaceTime or Zoom, and our doctors may review your x-rays and hygiene documented conditions electronically when possible.

We know that even with all of these changes, we at Fairfield Dental Arts will continue to provide you with the same level of service, compassion, and professionalism that we have always provided and that you have come to expect from us. We are happy to answer any and all questions or concerns you may have about the steps and precautions we are taking to keep you and our staff safe. To schedule your appointment, please call us at (203) 254 3780 or visit our website [fairfielddentalarts.com](http://fairfielddentalarts.com). We thank you for your loyalty and trust. We cannot wait to see you again, we've missed you!

Sincerely,

Dr. Iaropoli, Dr. Donahue, Dr. Forella, and the rest of the team at Fairfield Dental Arts