

## Welcome back reopening letter

As we send this letter out to our patients, families and our community, we hope it finds you well and in good health. Dental Associates of Rhode Island is looking forward to serving you again and welcoming you back into our practice. We truly miss seeing our patients and friends at our practice, and we are looking forward to opening our doors again. Dental Associates of Rhode Island staff have made some changes to adapt and respond to Covid-19. Our hope is that you and your family will be patient with us and appreciate the increased measures taken as a positive change.

Please take a moment to review our new protocols:

- **CURBSIDE CHECK-IN:**  
We ask that you call us upon your arrival to our practice from your vehicle. We will have you wait in your car until your treatment room and staff are ready.
- **SCREENING STATION:**  
We ask that all patients wear a face-covering as you come into our building and upstairs to our practice. If you do not have a face-covering, one will be provided for you. We will require all patients to use our hand sanitizer as you enter our screening station. At that time, you will be asked health screening questions and your temperature will be taken.
- **RECEPTION:**  
We have new plexiglass safety barriers around our office staff areas. Although you will likely not be spending too much time in our waiting room, please be aware that we are no longer offering our usual welcoming snacks and water/coffee station. Should you need to wait a few moments, we will have limited seating options in the waiting room area for you. At this time, we will prohibit companions from staying in our waiting room or entering procedure rooms unless absolutely necessary. All companions will undergo the same screening procedures as patients.

**ALTHOUGH OUR APPEARANCE IS A LITTLE DIFFERENT, PLEASE KNOW THAT UNDER OUR MASKS ARE OUR USUAL WELCOMING SMILING FACES. WE ARE TRULY OVERJOYED AND HONORED TO BE CARING FOR YOU AND YOUR FAMILIES AGAIN!**

### *~INCREASED SANITIZATION PROTOCOLS AND PPE (Personal Protective Equipment) ~*

- As you enter our **screening station**, you will notice our staff will be donned with **PPE**. You should expect to see gowns, facial shields, goggles, masks and gloves.
- **High-Volume Evacuators:** To minimize the spread of aerosols during your procedure, we will be employing HVEs for hygiene and restorative procedures.
- **Sanitizing the air, surfaces and objects:** Beyond our usual cleaning and disinfection efforts, we will be using two different sanitization tools between patients in each treatment room and in our reception/hallway areas consistently to **sanitize the air, equipment and surfaces**. We will be using an EPA approved sanitization solution which is both non-carcinogenic and food contact surface safe, but specifically

designed to target Covid-19. Both of the tools below are currently being used in ambulances and hospitals and is considered the new standard in sanitization.

1. **Electrostatic Sprayer:** Within the specialized sprayer, a disinfectant solution is combined with air and atomized by an electrode inside the sprayer causing superior sanitization abilities. This technology sprays electrostatically charged mist into the air, onto surfaces and objects. It wraps disinfectant around air particles and objects leaving that area sanitized within moments.
2. **Fogger sanitizer:** Once applied using a fogger, the EPA approved sanitization solution takes about 5 minutes to completely decontaminate a large area.

*As you can see, we are safely sanitizing the air, equipment and surfaces between patients in each treatment room using the same technology used by ambulances and hospitals. We cannot think of a better way to safely transition between patients. We hope that our increased efforts will help you feel comfortable entering our practice and enjoying our usual high level of care and professionalism.*

Dental Associates of Rhode Island will continue to monitor all infection control recommendations made by the U.S. Centers for Disease Control and Prevention (CDC), the American Dental Association (ADA) and the Occupational Safety and Health Administration (OSHA). Our office has always exceeded the recommendations put forth and will continue to do so. You have high expectations for us, and we fully intend on exceed those as well.

Thank you for the privilege of your time. We are ready to safely serve you again.