

COVID 19 PATIENT SAFETY & OFFICE PROTOCOL

COVID-19 UPDATE: RE-OPENING JUNE 1ST, 2020

Dear Current and Future Patients:

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 lives in the “new normal.” While many things have changed as result of the COVID-19 pandemic, one thing has remained the same: our commitment to your safety.

Dentists have been practicing infection control for over thirty (30) years. This has always been a top priority for our practice and you may have noticed some of our protocols during your past visits. Our infection control processes are in place so that when you receive care, it's both safe and comfortable. Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. 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 all recommendations.

At The Hills Modern Dentistry we would like to inform you about some of the additional infection control procedures we are currently implementing in our practice. You will likely notice these new procedures when it is time for your next appointment. These enhanced procedures should help us to better protect our patients and our team:

- Our team members will go through a screening process when they arrive to the office each morning. Any team member not feeling well will be asked to stay at home for your safety.
- Our office will communicate with you before each appointment to ask you some important health screening questions. You'll be asked those same questions once again when you arrive for your appointment.
- Patients are highly recommended to wear their own mask to each appointment. Please have a face covering when entering the office and leaving treatment rooms.
- Patients will be asked to arrive at least 15 minutes prior to their appointment time. We ask that upon arrival you remain in your vehicle and call us at (949) 830-1395 that you have arrived. When we are ready to start treatment we will call you to come inside the office. This will help minimize the amount of individuals in the

office and promote safe social distancing between patients entering and leaving the office.

- We will be checking your temperature with a temporal thermometer. As a precautionary measure, any patient with a temperature over 100.0°F will be asked to reschedule their appointment for a later date.
- You will be asked to rinse with 1% hydrogen peroxide prior to treatment for 1 min.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some hand sanitizer in the reception area and other places throughout the office for patient use.
- Our waiting room will no longer offer magazines, since those items are difficult to continually clean and disinfect.
- Appointment times will be managed to allow for social distancing between patients. This may mean that you could be offered fewer options for scheduling appointments. 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 also be using enhanced Personal Protective equipment, virus filtering air purifiers, that help minimize aerosols during dental and hygiene procedures.

We look forward to seeing you again. 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 (949) 830-1395 or visit our website at www.LagunaHillsDentists.com

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Dr. Don Nguyen

Dr. Vivienne Ngo

Dr. Robert Hammond

The Hills Modern Dentistry Team