

Dear Patient:

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 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.

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:

- We ask that you come to your appointment alone. If accompanied by a companion we asked that they remain in the car during your appointment.
- Our office will communicate with you before your appointment to ask some screening questions. You'll be asked those same questions again when you are in the office.
- Please bring your own pen to your appointments to avoid any unnecessary contact.
- When you get to the parking lot we will ask you to call our office on your mobile device so that we can have you come wait outside our office door until the waiting room is clear from patients and then we will let you inside the office.
- We have hand sanitizer that we will ask you to use when you enter the office. There will also be some clear gloves that we will have you wear during your entire visit.
- We have obtained Hepa 13 filters for all working spaces including all operatories, laboratories and waiting areas.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment. Your appointments will be scheduled in your clinical operatory when possible so that we can avoid any stopping at the front desk.
- Payments will be taken by phone after your appointment with a credit card or you will receive a stamped envelope to send us a check after the appointment that day.
- We are changing our schedule 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.
- There will be clear gloves available in the restroom in the event that you may need to use the restroom during your appointment.

- Enter the office through the front entrance door and the exit will be made at the hallway across from the bathroom. There will be blue arrows on the floor to lead you out.
- At the exit there will be a garbage can for the gloves that you wore for the appointment and more hand sanitizer.

We look forward to seeing you again and 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 925-283-0313 or visit our website at www.eastbayhealthysmiles.com.

One other note, our associate Dr. Laheri will no longer be with the practice due to health issues which make her more susceptible to possible infection of COVID-19. She has been a wonderful part of our team and we are sad to see her go. We wish her luck and safety in the future.

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. Ferrier and Team