

# BAY HILL DENTAL, LTD

May 11, 2020.

Dear 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 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 is both safe and comfortable. We want to inform you about the infection control procedures implemented 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. We do this to ensure that our infection control procedures are current and adherent to each agency's recommendations.

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:

- Our office is not completely up and running. We are seeing limited patients, but we will be starting to do cleanings again. Please be patient with us as there are a lot of people who would like to have their teeth cleaned.
- The office will communicate with you beforehand to ask some screening questions. You will be asked those questions again, on a consent form, when you are in the office.
- When it is time for your appointment, call and inform us of your arrival, and we will ask that you wait in your car in the meantime. We will call you when we are ready for you to come in. We ask that you come in alone or with only one additional care taker or significant other. If your minor child has the appointment, one accompanying/consenting parent/adult is allowed but no other siblings may wait in the waiting area.
- There will be a hand sanitizing station area on your left side as you enter the office. The reception staff will be taking your temperature and ask you to complete the screening form. You may keep the pen that you use since these pens are specific to each individual patient.

- If you have a fever, you will be asked to leave immediately; not only for the protection of the staff, but also for the protection of other patients.
- Appointments will be managed to allow for social distancing between patients. Thus, you may be offered fewer options for scheduling your appointment.
- 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.
- During your cleaning, you may notice that the hygienist may limit or even eliminate the use of the cavitron (the instrument that sprays water). The reason for this is to minimize the number of airborne particles. However, if she does use this especially effective instrument, she will be using a high-volume evacuation system which also minimize the airborne particles.
- We have air purification devices in each operatory. Special gowns and masks are also worn to ensure patients' and staff's protections. We have stronger disinfectants and cleaning solutions that will be used before, during, and after each patient.
- Due to all these new changes, there will be an additional \$20.00 added to your bill per visit for COVID-19 safety protocols.
- The public restrooms are now located on the second floor of the building and no longer available in the office. These areas are also closely maintained by the building's janitorial staff.

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 847-669-6400 or visit our website at [bayhilldental.com](http://bayhilldental.com).

We thank you for being our patient and definitely value your trust and loyalty. We enthusiastically look forward to welcoming you back as our patient, neighbor, and friend.

Sincerely,

Mira Iskandar, DDS and Ray Asuan, DDS