



To Our valued Patients --- Office reopening June 2

It is incredible to me that it has been several weeks since we have seen our last patient and closed our doors due to the Covid -19 pandemic. The good news is that WE SURVIVED, but so many of our citizens especially in this part of the country have not fared so well. As we continue to learn more about the behavior of this virus we as dentists endeavor to safely deliver care to our patients while protecting our teams.

The Centers for Disease Control and Protection (CDC) and the New Jersey Department of Health (DOH) indicate that COVID-19 is easily transmittable and highly infectious. Transmission of the disease is thought to spread through respiratory droplets. Air droplets can be created during casual interaction as well as dental procedures.

Risk can be minimized, but not eliminated.

None of us knows the precise nature of this virus; however, rest assured, we are doing everything possible to mitigate any risk to you or our team while under our care by following CDC, OSHA, and ADA/NJDA guidelines.

Even with extra-ordinary precautions, there is always some risk that cannot be avoided. Patients must assume the risk of contracting the virus while being treated in any dental office, despite that practice's best efforts to follow CDC guidance.

The dental industry's approach to infection control

Fortunately, the dental profession as a whole follows stringent infection control procedures, including strict sterilization protocols and barrier techniques such as gloves and masks and use of disposable items. Our office follows these protocols, complies with CDC and OSHA guidelines, and is now adding new infection control processes.

Our approach goes WAY ABOVE and FAR BEYOND all recommendations – because WE CARE!

What we're doing now to protect you

We are working hard to get ready to reopen our office with all of the following safety measures in place. We know that dental care is essential NOT ONLY to your oral health but to your overall health, as well. **Periodontal disease (gum disease) is a bacterial infection. Taking care of your oral health will protect you from being vulnerable to other diseases.** We are taking a calm and deliberate approach and following government mandates and the advice of our professional associations.

New systems and policies:

When our office reopens, you'll notice some changes to our standard operations. These are designed to keep all of our team members and patients safe. We are now or may soon be implementing:

- Staggered appointment scheduling to limit patient numbers in the office
- Online registration and Pre-visit health screening of all patients
- Special procedures for patients entering and leaving the office, including taking your temperature, oxygen levels, and hand sanitizing.
- Only one patient will be permitted in the reception area to maintain social distancing
- Magazines and periodicals, which we cannot sanitize, will be eliminated.
- Tele dentistry: Many appointments, such as some consultations and post-op healing checks, may be scheduled remotely to minimize unnecessary contact.
- An antibacterial and antiviral mouth rinse will be provided before any dental care.

Updated disinfecting procedures:

You'll notice that the majority of familiar signs and countertop items have been removed to allow for efficient and effective surface and countertop disinfection early in the morning, during the day, and at the end of the day.

Fortunately, the Covid19 virus is easy to kill with an approved surface disinfectant. All of our counters and surfaces will be completely wiped off and disinfected before and after each patient and at the start and end of every day.

All door handles, and frequent touch surfaces are being disinfected frequently and scrupulously. To keep you safe, we have removed our magazines (as challenging to disinfect), but please feel free to bring your own reading materials or listen to your favorite podcast on your mobile device. We do ask that you wipe your mobile device off with sanitizer before you go back to a treatment room.

New safety equipment

We have ordered the following safety equipment, and it is being installed as it arrives. At your next visit to the office you will notice the following additions that we have put in place to keep you safe:

- **Homedics air purifiers.** These air filters, present in every room, have HEPA 13 filters and remove **99.97% of all virus particles**, including COVID19. Additional features include a dust sensor, pre-filter, active carbon filter, and ionizer technology.
- **Sneeze guards:** The new partitions at our reception counter help protect you and our administrative staff by enforcing social distancing.

- **Additional Personal Protective Equipment:** Don't be alarmed at our team members' futuristic new uniform. Members of the clinical team are wearing face shields, head coverings, masks, gloves, and knee length gowns. These protective measures keep all of us safer while providing or receiving dental treatment.
- **Aerosol reducers:** We have invested in several brand-new devices to capture air droplets before they have a chance to spread through the air. These include: **Isolite and Kulzer's Ivory ReLeaf are innovative Intra-Oral Evacuation Systems.** The Leaf captures the majority of droplets and aerosols before they have a chance to get into the air. It connects to our high-speed evacuation system and rests gently next to your cheek.

Over the past several weeks I have developed a personal texting relationship with many of you, or opened up the office to treat emergencies, called in prescriptions or even issued a referral to a specialist. We remain committed to you then and now more than ever because your dental health is of the utmost importance now more than ever. The future is unclear, but we are optimistic and we will remain informed for all of our sakes. Should you have any questions do not hesitate to reach out to our team by calling 609-448-7100 or email us at windsordental@live.com

Sincerely,

Dr. Susan Cherian and Team

Windsor Dental