



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 while many things have changed, one has remained constant: our commitment to your safety. As we enter the re-emergence phase of this crisis, we are writing to let you know about all of the changes in our workflow and infection control, when our office opens on **June 1**.

Infection control has always been a top priority for our practice at New Smile Dentistry. Our goal is to **exceed** not only our standards, but those suggested by the CDC and other governmental agencies to provide the **safest** environment for our patients, staff, and families.

When it is time for your next appointment, you will see these changes:

- Prior to our patient's arrival, we will provide online registration and questionnaires to help minimize unnecessary contact. These questions will be asked again when you arrive for your appointment.
- After filling out those forms, in some cases, we may use **Teledentistry** before meeting you in person and after your visit to, again, reduce contact.
- **When entering the office, we will ask you to use hand sanitizer which we supply.** You will also find some in the reception area and other places in the office for you to use as needed.
- Our reception area will no longer offer magazines, children's toys and other items which cannot be properly disinfected. You are encouraged to bring your own iPad, reading materials etc.
- **Plexiglass barriers** will be installed for our front desk.
- **Hospital Grade HEPA filters** (air purifiers) will be in every treatment room and reception area.
- You will wait in your car and be texted when we are ready to bring you directly to the treatment room. Only the patient should come to the office unless they need a companion. If that is the case, let us know upon scheduling your appointment.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered slightly limited options for scheduling your appointment.
- We will do our best to reduce waiting times for you, as well as to reduce the number of patients in the office at any one time.
- We will be implementing temperature readings as part of our routine assessments before the treatment.
- We will be cleaning and disinfecting public areas frequently, including reception areas, restroom, etc. We will also **"fog"** all of the areas with environmentally safe, high-level disinfections after every procedure.
- **It is mandatory for you to bring a face covering to the office.**
- Our staff will wear all upgraded Personal Protective Equipment (**PPE**).

**June 1** will mark our "soft opening", where we will bring in our emergency patients first. Then, slowly, we will be contacting you to reschedule your cancelled appointments. Please note that for the time being, we will start off with limited office hours and then gradually increase them. Thank you for your understanding in advance.

We hope that you have not been significantly impacted by the COVID-19 crisis, but if you have, please reach out to us at 973-253-3500 to discuss specific concerns or issues you may have.

We look forward to seeing you again. We are updating our website, so that any questions you may have will be answered. [www.cliftonnewsmiledentistry.com](http://www.cliftonnewsmiledentistry.com)

Thank you for being our patient. We greatly value your trust and confidence in New Smile Dentistry and wanted to thank you for your continued support in this critical time.

Kindest regards,

Husniye Dogan DDS and Team