



## A Message For You

Our community has been through a lot over the last few months, and we are all looking forward to resuming to our normal habits and routines. We are excited to re-open our office and getting back to doing what we love so we can help put smiles back in our community; whether it's removing painful infected teeth, root canal treatment or getting those braces or Invisalign you've been waiting for or removing your braces and welcoming a brand new smile...we are here for you!

While many things have changed, one thing has remained the same: our commitment to your health and safety. We understand that it may be a little scary returning to the dentist right now with Covid-19 still very present, but we assure you that we have re-opened under the direction of the American Dental Association, California Dental Association, the U.S. Centers for Disease Control and Prevention and we are following the infection control recommendations provided by these organizations and that of the Occupational Safety and Health Administration as well. We are committed to ensuring that our infection control procedures are current and effective.

With that said, you may see some new processes when you come in for your appointment. Please be assured that we have made these changes to help protect the well-being of our patients, families, staff and community! Our team has been working diligently to implement the following procedures to prepare for our return and ensure a safe environment for you. We look forward to seeing you, and we thank you in advance for your patience and understanding during these difficult times.

Your Dental Team at Ace Dental Specialties

### In-Office Procedures:

#### What we are doing:

- Changes in scheduling to manage physical distancing between patients. (*Limiting the number of patients scheduled for the day, meaning fewer options for appointment times*)
- Paperless check-in/new patient paperwork. All necessary forms will be sent and returned via email/text.
- Curbside Check-In: We ask that you remain in your car and call us when you arrive to eliminate gathering in the lobby.
- We have increased frequency of surface disinfecting.
- We've added plexi-glass barriers at our check-in countertops.
- Hand sanitizer is available for use at entrance, front counter and in every room.
- Each member of our team goes through a Covid-19 pre-screening and temperatures are checked as they report to work every day.
- Our team wears the appropriate PPE allowing us to render proper and safe dental services to you. All other staff throughout the office also wear masks and gloves.
- We offer contactless payment options via phone or chip cards.

### Arrival Protocol:

#### What to do at home before you arrive:

- Brush your teeth at home. Our tooth brushing stations are closed to eliminate transfer of bacteria or viruses.
- Do not drink anything cold or hot as we will be taking your temperature with a forehead scanner to determine if you have a fever.
- Be sure you have completed any forms that may have been sent to you.
- Please inform our office of any insurance changes prior to your appointment allowing us ample time to check eligibility and benefits. We cannot perform this task on the day of your appointment as this will cause the schedule to get backed up.
- If you feel ill or have a fever, you must call us to reschedule your appointment.
- Your appointment: this time has been scheduled for you and your treatment. Please allow at least a 72 hour advance notice of cancellation so we can reschedule and offer this time to another patient. Please be considerate as we have a waiting list of patients eager to receive treatment.

#### What to do when you arrive:

- CURBSIDE CHECK-IN/ DO NOT ENTER OFFICE; stay in vehicle and call us to let us know you have arrived. We will call you when a room is ready for you. (*further detailed instructions given at time of scheduling*)
- OUR LOBBY IS CLOSED: NO GUESTS are permitted inside office lobby (*only exception; special needs patients, one parent will be permitted.*)
- PRE-SCREENING WILL BE PERFORMED. (*temperature monitor, screening questions*)
- MUST WEAR MASK AND GLOVES.