

Family Dental Associates



Dear Patient,

We hope this letter finds you well during these challenging times. We wanted to reach out to let you know that we are here for you. We may look different with our personal protection equipment but we are the same friendly and dedicated providers that aim to keep you safe and take care of your dental needs.

Since the 'Shelter-in-Place', we have been very busy upgrading our offices and policies and protocols according to guidelines from the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA).

Infection Control has always been a top priority for our practice and you may have seen this if you had a recent emergency visit. Our infection control processes have been put in place in all our offices so that when you receive care, it is both safe and comfortable.

Here are few things we've done to improve the safety levels in all our offices:

1. New HVAC system to purify and scrub the air clean
2. Barriers at the front office
3. Isolation curtains
4. Fogging machine to clean air and disinfect rooms after every use on top of our standard disinfecting procedures
5. Remove all unnecessary clutter in our offices, including magazines and toys.
6. No-touch hand sanitizer at the entrance.

7. Personal Protective Equipment (PPE) for all dentists, assistants and hygienists.
8. Extra high volume suction to cut down on aerosol

You will also notice changes when it is time for your next appointment. We made these changes in accordance to CDC and ADA guidelines to help to protect you and our staff:

1. Patient screening:

- We will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again with an online questionnaire or upon arrival to the office.
- You will wait in your car until we are ready for you.
- We will take your temperature with a non-contact thermometer and if it registers 100.4 degrees or higher you will be asked to reschedule.
- Arrive wearing your own mask. We have hand sanitizer that we will ask you to use when you enter the office.

2. Social Distancing Guidelines:

- Only patients with appointments will be allowed to enter our offices. The exception would be a minor or special needs patient. In this case they would be allowed to have an adult accompany them.
- Barriers in the reception area
- We will greet you at the door and once through check-in procedures, you will be seated in the operatory instead of the waiting room if possible.
- We will manage appointments to allow social distancing. That may mean that you are 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 number of patients in the reception area at any one time.

We are looking 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 appointment, please call our office at 978-725-0072.

Thank you for your patience and for being our patient. We value your trust and loyalty and looking forward to welcoming back our patients, neighbors and friends.

Sincerely,

Dr. May Mu and the Family Dental Team