

# We're Reopening!

Rai Family Dentistry will be reopening for essential dental care on May 11<sup>th</sup>, 2020. Our communities have been through a lot the last couple 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 office's commitment to your safety.

Infection control has been always top priority in our practice. We follow infection control recommendations made by the American Dental Association® (ADA), Center for Disease Control (CDC) and Occupational Safety and Health Administration (OSHA). This allows us to make sure our infection control are up to date and enables us to provide us the safest environment for our patients and their family members. We ask you to please be patient and understand. We will do our best to accommodate your scheduling needs.

During this time, we have implemented additional safety measures to help protect our patients and staff.

Upon scheduling an appointment:

- Patients will be screened for COVID exposure over the phone and in office. This questionnaire must be completed before you arrive to the office.
- We will postpone treatment for any patient exposed or been in contact with someone who has been affected by Covid-19 and has symptoms within 14 days of the scheduled appointment such as: fever, dry cough, loss of taste or smell, flu-like symptoms, difficulty in breathing, fatigue and body aches.
- We will be scheduling appointments in a manner that promotes social distancing and allows adequate time for us to disinfect all areas of use between patient appointment, hence limiting patients seen at a time and throughout the day.
- We will be screening patients and team members and asking questions each day to make sure, no one is at risk.
- We will be taking temperature of each team member at the beginning of the day.
- Upon arrival at our office, call us before entering the office to let us know you have arrived. We will call you or text you to inform that the office is ready for you to enter.
- We ask patients to enter the office unaccompanied, if possible. If the patient is a minor, only one parent or caregiver may accompany them after going through the screening process.

- Everyone entering the office is expected to wear face covering/mask and asked to sanitize their hands upon entry. Hand sanitizer is available throughout the office.
- Please take your temperature the morning of your appointment. We will confirm your temperature for no fever with contactless thermometer upon your arrival in the office.
- Our office no longer will offer magazines, charging stations, children's toys, water dispensers and so forth since these items are difficult to clean and disinfect.
- Periodically the door knobs, handles and surfaces are disinfected throughout the day.
- Our team will be wearing extra PPE.
- High efficiency particulate arrestance (HEPA) with UV light air purifier has been installed in each operatory to help improve air quality in the area for the patients, family members and staff.
- Opening windows for cross ventilation of the rooms.
- Our doctor and staff will be wearing all of the recommended personal protective equipment (PPE).

Thank you being part of Rai Family Dentistry.

Please call our office at 540-657-0867 if you have any questions or concerns or to schedule an appointment to see us.