

Dear Growing Smiles Family,

We miss you!

While we hope this letter finds you happy and healthy, we want to take a moment to remind you that our top priority is always your family's health, safety and well-being.

**Safety First, Safety Always**

As we reopen our clinic after nearly two months, we do so with caution, hard work and preparation for preventing the spread of the virus. We are vigilant in monitoring the recommendations of the Center for Disease Control and Prevention (CDC) and the American Dental Association for infection control related to COVID-19. In addition, we are constantly updating our policies based on orders from the Governor's Office and those from the Texas State Board of Dental Examiners. We are confident that when we open our doors, our updated protocols go above and beyond those recommendations to keep you safe.

We have had meetings to refresh and update our team. We have not only touched up on infection control but also on other changes that will help us do our part to reduce our exposure to the virus.

A little bit about what we are doing behind the scenes...

- We have instructed our staff to stay home if they have any symptoms and they will be sent home if they have an elevated temperature while on the job
- Team members arriving to work will have their temperature checked before their morning and afternoon shifts.
- Team members with an elevated temperature will be sent home.
- We have limited the number of team members present in our office at any one time.
- We have thoroughly disinfected our office during the closure
- We have nearly completed our shift from paper to electronic forms. Please fill these out on your phone, tablet or PC prior to arrival. This will help us expedite the check-in process.

We are committed to implementing additional safety protocols and you will notice some changes to our office flow.

- **All patients/guardian will answer a series of health questions **when making** an appointment. \*\***
- **All patients/guardians will also answer a screening questionnaire **upon arrival**. \*\***
- You will notice our team members wearing a different type of facemask and other Personal Protective Equipment.

\*\*Appointment may have to be rescheduled if there is a risk the patient/guardian is ill or may transmit an illness (including COVID-19)

- You will notice a shift from paper forms to electronic forms in the check in and check out areas. Your help in filling these out electronically in at home will help us reduce the risk of transmission.
- Increased efforts to disinfect throughout our office and waiting area. You will see staff members wiping down countertops, touch screens, phones, etc and regularly disinfecting bathrooms, furniture, doors and handles.
- Increased disinfecting protocol in our exam rooms. As always, all surfaces will be disinfected with a chemical germicide between patients, and increased ventilation to remove aerosols.
- Increased PPE for all staff who provide dental care. Gowns, face shields, respirators and eye protection for exams and treatment.
- Aerosol control through High Volume Evacuation (HVE) during dental procedures. In addition to HVE, we have always used rubber dam isolation or Isolite/IsoDry systems to reduce aerosols in the treatment room. These measures help reduce everyone's exposure to airborne particles.

In addition to our efforts, we ask for your cooperation and support with the following temporary safety measures as we work through this ever-changing situation:

- Maintain social distancing practices in our waiting room.
- Wait in your car upon arrival if possible. Give us a call to let us know you've arrived and we'll notify you when we're ready for you to come in.
- Immediately wash your hands upon arrival with soap and water or use the provided hand sanitizer.
- Patients will be asked to perform a 1-minute swish with a mint flavored Peroxyl oral rinse prior to exam and/or treatment.
- Have your temperature taken.
- Please do not bring friends or relatives who do not have a scheduled appointment.
- Notify us if you develop COVID-19 symptoms within 14 days after the appointment.

Thank you for your patience and flexibility as we all work towards improving safety measures when you return to our clinic. We promise to keep you updated through this dynamic situation and can't wait to see you. In the meantime, maintain good oral care and we look forward to making you smile soon!

Take Care and see you soon,

Dr. Carlos N. Mohamed

Dr. Stephen Siedow

Dr. Patrick B. Wilcox

And the entire at Growing Smiles Children's Dental Center