

Dear Patient of Molino and Vaccaro Dentistry,

We hope this letter finds you and your family in good health. Our community and our country have been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. Yesterday, Governor Andrew Cuomo announced the approval of the statewide reopening of dental offices for regular dental care beginning today, June 1, 2020. After almost 3 months of being on the state-ordered "pause," we look forward to opening our doors to you this week for comprehensive dental care. While many things have changed, one thing has remained the same: our commitment to your health and safety.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are developed so that when you receive care, it's both safe and comfortable. Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the guidelines of these agencies so that we are current on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agency's recommendations.

In response to the COVID-19 pandemic, you may see some changes when it's time for your next appointment. We made these changes to help protect our patients and our staff. For example:

- When you arrive for your appointment with us, please call the office at (518) 377-3628 from your car. Please do not enter the building until we have had a chance to ask you some patient screening questions. If there are no risk factors, we will have a staff member come get you and escort you inside. Patients may be asked to wait in their car for a period of time in order to keep the number of people in the office at one time to a minimum. We will do our best to minimize the wait times, but certain delays may be necessary to ensure patient health and safety.
- Please wear a mask when you enter and leave the building. People who do not wish to wear a mask will not be permitted to remain in the office. We will ask you to remove it after you have been screened and when we are ready to commence treatment.
- We will be checking your temperature before you are treated. If your temperature is ≥ 100.4 degrees, we will reschedule you for a later date.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the building for you to use as needed.
- Adult patients must come into the office alone. If the patient is a minor and is comfortable, we would prefer that they come in alone to keep the number of people in the office to a minimum. If the patient is not comfortable doing that, ONE person is permitted to accompany the patient into the office but will NOT be permitted to enter the clinical area. We will escort the patient back out to you at the end of treatment.
- The reception area for those admitted has been modified to place chairs 6 feet apart.
- Our clinical team has modified our PPE (personal protective equipment) protocols to comply with the updated recommendations and to ensure patient and staff safety.

- After every patient we will be using a combination of hospital grade disinfectant wipes and sprays. We have installed a medical grade HEPA filter in each treatment room. In addition, throughout the day, we will be fogging the treatment rooms with an eco-friendly mist of hypochlorous acid.
- After being brought into the office for treatment, the patient will be asked to rinse with an antimicrobial mouth rinse in the treatment room. Patients will NOT be permitted to brush their teeth while in the office. Please make arrangements to brush your teeth prior to arriving for your appointment.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- When checking out, you will see Plexiglass shields have been placed at the front desk in front of each team member. Please do not approach the counters and do not touch or lean on the counters if possible. If you need to sign something, a staff member will instruct you what to do. We will make every attempt to keep everyone as safe as possible.
- Appointments will be managed to allow for social distancing between patients. That might 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 the number of patients in the reception area at any one time.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we have taken to keep you safe in our practice. To make an appointment, please call our office at (518) 377-3628. We will be adjusting our hours of operation in order to accommodate as many appointments as possible as we are aware many of you have missed appointments during this "pause."

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

Sincerely,

Molino and Vaccaro Dentistry