



KAI FAMILY DENTISTRY

Hello!

We hope you and your loved ones are healthy and well during this challenging time.

At the time this email was written, there have been no formal announcements from the CDC, ADA or our local health department regarding when we will be able to resume your dental care. Nonetheless, I would like use this opportunity to share with you what steps we are taking to make your future dental visits as safe as possible.

Most importantly, I want to assure you that the health and safety of our patients and team continues to be our top priority.

Scheduled Appointments

Given that this virus event is ever-changing, and each week will look different, we will continue to take a week-by-week approach to assess the recommendations made and how to incorporate them into the practice. If we have not contacted you to reschedule an existing appointment that means we are planning to see you as-scheduled.

Pre-Screening

Along with confirming your appointment, we will be asking pre-screening questions prior to your appointment. Patients will be asked to reschedule if they have any of these symptoms or risk factors:

- Cough and a fever of 100.4 or higher.
- **OR** shortness of breath.
- **OR** have been someplace where coronavirus is widespread in the past two weeks.
- **OR** have had contact with someone diagnosed with COVID-19.

These questions will come along with your appointment reminder. We really appreciate your response!

Staggered Scheduling

As you are very well aware, we have a very "cozy" office. Due to limited space and in an effort to practice social distancing, we will be making every attempt to stagger appointments to minimize your contact with other patients.

We may reach out to you to adjust your appointment by 20-30 minutes. We appreciate your

flexibility to improve our social distancing efforts within the practice.

Reception Area Closure

To help minimize the contact between patients and to uphold social distancing recommendations in our small office, we will be temporarily closing our reception area. **We ask that you stay in your car upon your arrival to the practice. Please give our office a call and we can confirm your room is ready.**

All patients will have their temperatures taken upon entry to the practice using a non-contact thermometer.

The practice can only receive patients with scheduled appointments at this time. All guests will be asked to remain outside of the office. If you have a special circumstance, please give our office a call prior to your appointment.

Medical History Updates

To minimize patients' touch on items within the practice, we now have our Medical History form online! If you are due to update your medical history, we will be sending you a HIPAA compliant form via email or text.

There is an option to print out the form at home to complete by hand. Once completed, you can scan and email us the the form or bring to your appointment.

Treatment Precautions

Per ADA recommendation, we will be asking every patient to do a **preprocedural rinse with 1% Hydrogen Peroxide**. There are some promising studies that shows this can reduce viral load prior to your dental treatment.

Due to concerns of aerosol infections, we have introduced two high performance **air purifiers** to each treatment area.

While we have always followed stringent infection control protocols in our office, we will be implementing additional measures to keep both you and our team safe. You will notice us donning additional **Personal Protective Equipment** and we will be wearing PPE to greet you and throughout the appointment. Hopefully, you won't forget what we look like! :)

We recognize that this is a time filled with uncertainties for everyone and we want to assure you of our commitment to provide you with the services you depend on in the safest manner possible. We really appreciate your patience as we continue to adjust and update our protocols to meet current recommendations.

We look forward to taking care of you!