



To our patients and friends,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. As the mandatory stay-at-home order comes to an end, our team is diligently preparing to see patients in our office again with an **expected return date at the end of May**. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and we have always followed 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 activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and team members. For example:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office. Your temperature will also be taken at this time.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find hand sanitizer throughout the office for you to use as needed.
- Our reception area will no longer have decorations or offer magazines since those items are difficult to clean and disinfect.
- Appointments will be scheduled to allow for social distancing between patients, which may lead to fewer available appointment times.
- 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.
- Our team members will also be wearing additional protective equipment.

We look 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.

If you experience a dental emergency over the next two weeks, as always, please contact us at (626) 331-0688. If you were previously scheduled for an appointment during our closure since March 16, we want to assure you that getting you rescheduled is a top priority and we will contact you upon our return.

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

Sincerely,

The Covina Family Dental Team