

DUBLIN KIDS DENTAL

RE-OPENING INFORMATION

We hope this message 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. While many things have changed, one thing has remained the same: our commitment to your safety.

As many of you heard, Governor DeWine is allowing us to open as early as May 1st. When we do open, we will be adding extra precautions to protect the health of our patients/parents, our staff and our doctor.

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 you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

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 activities of these agencies so that we are up-to-date 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 agencies' recommendations.

With the COVID-19 virus still a threat, we would also like you to know that we CANNOT open until we have received the necessary personal protective equipment (PPE). As you may recall, dentists and many other practitioners were advised to donate all PPE to hospitals and first responders for the expected rush

of COVID-19 patients. We are in the process of replenishing our equipment and we are confident that we will be ready to reopen as soon.

We know that many of you have called to reschedule your appointment. Please be patient with us and allow us to contact you first. Our scheduling team will reschedule all our patients in order of original missed appointment times where possible. We hope you understand.

Once we open, there will be a “new normal” for the foreseeable future. We will have new procedures that we must follow to prevent the potential transmission of any disease. The NEW procedures (for the foreseeable future) are as follows:

1. Please be exactly ON-TIME for your appointment. We will be disinfecting all chairs and areas before and after each appointment – and thus timeliness is important.
2. Our office will communicate with you beforehand to ask some screening questions. Once you are in the office your temperature will be taken and you’ll be asked those same questions again.
3. 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 office for you to use as needed.
4. Appointments will be managed to allow for social distancing between patients. That might mean that you’re offered fewer options for scheduling your appointment.
5. 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.
6. We will only allow one parent per child during each visit. We strongly advise siblings to stay at home when possible.
7. We strongly recommend that all patients and any guardians wear a face mask (homemade is fine) as we will not have enough masks to provide any for our patients/parents.
8. We encourage all forms to be filled out in advance at home. You are able to find them at dublinkidsdental.com.

We are so excited to see all of you again and are happy to answer any questions you may have about the steps we're taking to keep you and every patient safe in our practice. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Best regards,

Dublin Kids Dental