

Dear Valued Patient,

We hope this letter finds you and your family in good health. Our community has been through a lot over these 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: Our commitment to your health and safety as well as to our staff.

We always practice Universal Precautions with *barrier controls*, as per CDC protocols and OSHA guidelines to protect our patients and staff members from infectious agents. Our entire clinical team is trained with proper technique in sterilization and disinfection to prevent cross contamination.

You will see some changes when it is time for you next appointment. We made these changes to help protect our patients and staff.

1. If you have a cough, fever or experiencing any signs of fatigue or sickness, newly developed shortness of breath, have recently traveled or been in contact with someone who has traveled or have been in contact with someone who has contacted the virus then we will **NOT** be able to see you.
2. To minimize patients' wait time, maintain physical distancing and allow for complete disinfection of all surfaces including floors between patients, we will schedule our patients with longer appointments and no overlaps. Any dental emergencies will still be cared for on the same day, too.
3. We ask that patients have a seat on our front porch bench or in your car and call the office at **818-769-1111** to let us know of your arrival and a staff member will come out to greet you. Please minimize bringing any family or friends with you to your appointment, unless absolutely needed. If so, they will be asked to remain in their parked car or outside the office.
4. Be prepared to have your temperature taken prior to being seated in the dental chair. You will need to bring in your **own pen** to complete a brief COVID-19 questionnaire and we would appreciate you **wear your own mask** until Dr. Najarian is ready to proceed with your treatment. If you do not have a mask on, we will not be able to see you nor can we provide a mask to you. Federal guidelines for social distancing and wearing masks in businesses are still in effect. You will also be required to wash your hands with soap and water as well as rinse with an antibacterial rinse.
5. We have removed all magazines from our waiting room, we have added Air Scrubbers with Ultraviolet light to assist in killing the coronavirus, we have additional high speed evacuations installed in each room to clear out any aerosols generated during the visit.
6. The staff will continue to wear disposable gloves and gowns as well as be double masks with face shields.

If further action is required by any government agency, we will take all the necessary steps needed to continue in providing a safe environment for our patients and our staff.

Thank you.