

To our valued patients:

We will be resuming normal hours beginning June 1, 2020. 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. 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 and other steps we have taken 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), the Occupational Safety and Health Administration (OSHA), and the San Francisco Department of Public Health (SFDPH). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

These are the modifications we have made to protect our patients and staff:

- Our dentist and staff will have their temperatures taken and be screened for Covid - 19 symptoms daily.
- Our office will communicate with you beforehand to ask some screening questions. Once you arrive for your appointment please wait at the door for the screening questions as well as to be checked for temperature. If it is greater than 100.4 F we will have to reschedule your appointment.
- You will be asked to wear a face covering that can be removed at the time of treatment. If you do not have a face covering, we will give you one.
- Appointments will be managed to allow for social distancing between patients and to prevent overlap. **There will be a maximum of 2 patients in the waiting room, please do not come to your appointment with a companion unless you are a minor or it is necessary.** Once there are 2 patients in the waiting room, others will be asked to wait outside and will be called or texted once we are ready for your appointment. Please do not come early to your appointment.

An important regulation is that **SFDPH is currently requiring all patients for non-emergency dental treatment that will require an “aerosol generating procedure” to have been tested for Covid-19 within 0 - 7 days of their appointment.** The test will need to be shared with our office prior to your appointment and is in addition to the other screening procedures that we already have in place. Please go to CitytestSF if you are a San Francisco resident or also your primary physician for testing. Results take from 1 - 3 days. Non residents of SF will need to check in with their county public health department for possible testing sites.

- Most treatments with Dr. Lukman will be an “aerosol generating procedure”, and our staff will inform you of your need to be tested for Covid-19 prior to the appointment.
 - Certain treatments such as for braces or Invisalign will not generate aerosol and you will not need to be tested.
- Routine dental hygiene/cleaning visits can generate aerosol, and if you choose to not be tested for Covid-19 prior then the hygienists will use procedures that do not generate aerosol.
 - Some dental cleanings will generate aerosols, and our staff will inform you of your need to be tested for Covid-19.

We will stay updated to the change in regulations from SFDPH regarding the need for Covid-19 testing prior to dental appointments and communicate to our patients should anything changes.

Finally, these are other general changes that we have made to the office:

- We have hand sanitizer that we will ask you to use as soon as 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.
- You may see that our waiting room will no longer offer magazines, books, brochures, and other items that are difficult to clean and disinfect.
- We have placed clear plastic barriers at the front desk and HEPA filters in the waiting and treatment rooms to reduce aerosols.
- We have also modified our dental procedures to generate minimal aerosol in order to keep our staff and patients safe.

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. To make an appointment, please call our office at (415) 285 - 7700 or visit our website at lukmandental.com.

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 staff at Lukman Dental