

COVID-19 Office Policy Updates

I hope this message finds you well amid the current climate of uncertainty we are all facing. 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. Needless to say, we are all being affected in unprecedented ways by the events surrounding the COVID-19 coronavirus outbreak. My intention in this message to you is to inform you of the many steps we are now taking to serve you best, and to ensure optimal levels of health and safety for you as we all navigate this situation together. While many things have changed, one thing has remained the same: our commitment to your safety. Here, you will find updates that our practice is implementing to ensure the continued safety of our patients and team members. Please, read ALL of this and pardon the length...it's more important for me to be thorough than brief!

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 and exceed each agency's recommendations.

Effective immediately, the following conditions and protocols are in place:

- Existing patients and new patients are welcome, as long as they are free of any symptoms of illness. Our office will communicate with you beforehand to ask some screening questions.
- NEW "Car-to-Chair" protocol for our patients is active. When you arrive for your scheduled appointments, we kindly request that you call us at 209-951-3436 to inform us that you are here. We will escort you to your treatment room and chair where the entire area has been completely disinfected and ready for you...or to ask that you wait in the comfort of your car or outside until your chair is ready. Once ready, we will escort you back to your chair. NOTE: We are also allowing a little extra time between appointments to minimize waiting times and allow for extra infection control measures. In an effort to aid social distancing, we ask that only patients that are receiving treatment come into the office. Please have accompanying individuals wait in the vehicle. Please inform us if there is a special circumstance to be considered.
- Although we appreciate patients being early and ready for their appointment, we ask that patients arrive no earlier than 5 minutes before their appointed time, as procedures will be carefully orchestrated to permit for proper social distancing.
- A team member will take your temperature (on forehead) upon entering the office. We also ask that when walking around the office you wear a mask, if you don't have one, we will provide you with one. Further, hand sanitizer will be readily available and we have removed all magazines from office to prevent the spreading of germs.
- Our STANDARD sterilization and infection control practices already meet all state and federal guidelines, including the elimination of all infectious viruses and bacteria...and COVID-19 is no exception. In addition, we are taking extra measures to protect you, including "double wiping" treatment areas and common countertops, doors and restrooms after each patient. Finally, our dental masks offer extremely high levels of protection against the spread of COVID-19 and other viruses.
- If you or someone in your family is currently or has experienced ANY symptoms of illness (including fever, cough, or flu-like symptoms) during the last 14 days before your scheduled appointment, please notify us as soon as possible. We will happily reschedule your appointment to a future date at least two weeks after your latest reported date of being symptom free. You will incur no additional costs or fees due to any rescheduling as a result of your health conditions.
- My entire dental team, including myself, are under strict orders to monitor our own health and any potential symptoms of illness. In the event that anyone from my team experiences any symptoms of illness, each affected person must self-quarantine away from the office for a period of at least 2 weeks after the latest reported date of being symptom

free. NOTE: Our schedule may need to be adjusted according to available doctor and/or team members if this situation arises.

My amazing dental team and I want to THANK YOU for entrusting us with caring for your oral health! We value our relationships with you, and we assure you that we are doing everything we can to continue to provide you with excellent experiences in our office. We are also dedicated to protecting your health, and the health of all those in our communities and beyond.

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. We'll continue to update you as progress unfolds.

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

Sincerely,

James Van Sicklen, D.D.S.

Should you have any questions, comments or concerns, please e-mail us at vansicklendds@sbcglobal.net.