

Dear Valued Patient,

I 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: My commitment to your health and safety as well as that of my staff.

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

You will see some changes when it is time for your next appointment. I have made these changes in order to help protect my patients and staff. Please note the following:

1. If you have a cough, fever or are experiencing any signs of fatigue or sickness, newly developed shortness of breath, have recently traveled or have 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 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.
3. We ask that patients have a seat on our front porch bench or in their car and call the office at **818-769-1111** to let us know of their arrival. Or, you can come to the door and ring the doorbell and a staff member will come to greet you. Please do not bring any family or friends with you to your appointment, unless absolutely necessary. They will be asked to remain in their parked car or outside the office. Minors must have an adult parent/guardian with them.
4. Please 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. We would appreciate that you **wear your own mask** until we begin treatment. **If you do not have a mask on, we will not be able to see you, nor can we provide a mask for 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. We have added an extra cautionary step of taking your oxygen saturation level and pulse reading.
5. We have added Air Scrubbers with Ultraviolet light to assist in killing the Coronavirus. We also have additional high speed evacuations installed in each room to clear out any aerosols generated during the visit as well as foggers to disinfect.
6. The staff will continue to wear disposable gloves and gowns as well as 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,

Hoosik Najarian, DDS