

# Monica Munoz DDS Reopening

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 getting our lives back to normal. While many things have changed, one thing has remained the same: *our commitment to your safety.*

As we reopen our dental practice you may see a few new things have been added for your protection and ours.

**Environmental:** We have now added UVC air filtration systems, ULV cold Fogger and UVC light. This will help clean the air of bacterial, viral and allergen aerosols produced during the dental procedures.



**Administrative:** We will be pre-screening our patients with a few medical questions before the dental appointment and the day of the dental appointment.

If you are feeling ill on the day of the appointment, we ask that you reschedule your appointment for a later date.

Please call us on your cell phone when you arrive in our parking lot on the day of your appointment. We will let you know if our clinical team is ready to seat you in the treatment room. This will reduce your time spent in our reception room.

Please ask your friends and relatives (spouses, partners, siblings) to stay in the car rather than coming in with you to your appointment. The exception to this is a parent that needs to accompany a child, or a caregiver that needs to escort a patient.

Your temperature will be taken by our team with a “no touch” thermometer and you will also be asked to complete a medical questionnaire on the day of the appointment. *Patients who do not pass screening will be reappointed.*

All patients will be seen by appointment only; walk in patients will be given an appointment for a future date.

We encourage you to allow us to keep a credit card on file for your account. This will allow you to exit the office more quickly (minimize crossing paths with other patients) and reduce the need for our team to touch currency, credit cards or personal checks.

All treatment or financial questions can be discussed via telephone or other preferred electronic method.

**Personal Protection Equipment:** We will ask that you wear a mask (cloth is fine) as you enter and exit our facility. You will be asked to wash your hands with sanitizer.

You will notice that our entire team will be wearing masks now including our administrative team.

Our *clinical team* will be wearing additional protective equipment including face shields, clinical gowns, booties and in many cases, a hair protection cap.

**Universal Precautions:** As a result of the AIDS epidemic in the early 1980’s, the dental profession has always utilized the Center for Disease Control (CDC) guidelines for Universal Precautions. That means that we treat all patients as if they have the active AIDS virus or in this case, the COVID-19 virus.

Since the early 1980’s we have always used either disposable products or instruments that can be heat sterilized. All hard surfaces, including dental equipment and counter tops, are wiped down or cold Fogged with disinfectants at the end of each patient visit. Plastic barriers that cover x-ray and patient chair control buttons, overhead light handles, chair seat cushions, and computer mouse/ keyboards are changed after each patient.

We will also be wiping down the administrative counters and the reception area throughout the day. Magazines and the chairs have been removed from the reception room to help facilitate the disinfection routine.

The one thing that has not changed is our commitment to delivering the highest quality of dental care for our patients in a comfortable and safe environment. The protection of our patients and our staff is of the utmost importance to us.

We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends. We hope to see you soon!

**Monica Munoz DDS and Staff**