

Dear Patients:

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 we follow 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) 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 each agencies' recommendations.

You may see some changes when it is time for your next appointment. We will tentatively reopen the office on May 21, 2020. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- We have hand sanitizer that we will ask you to use when 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, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- See page attached for additional instructions.

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 203-426-0045.

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

Bew well and stay safe!

Sincerely,

Drs. Condon, Golisano & Staff

Once you arrive for your appointment, please remain in your car and call the front desk. Someone will come out to your car. You will need to answer a short questionnaire along with a health history update and your temperature will be taken. Once the dental team is ready to serve you, we ask that you come into the office wearing a mask (If you do not have a mask one will be provided for you.) and you will be escorted into the restroom to thoroughly wash your hands for 20 seconds. We will also require you to rinse your mouth with a solution of diluted hydrogen peroxide solution & Chlorhexidine to decrease the viral & bacterial load in your mouth. You will then be escorted to a treatment room where Dr. Condon or Dr. Golisano and her/his assistant will be gowned, masked and gloved with the required PPE's to properly treat you without fear of any contamination. After treatment, you will be escorted to the front desk to settle any financial matters and we ask that you leave promptly so that we can assist the next patient waiting in their car. Please understand that these procedures are for your safety, your family's safety, my team and their family's safety as well as ourselves and our family's safety. Remember that our goal is to do everything to keep both patients and staff as safe as possible. We also ask that only the patient requiring treatment come into the office. If you need assistance and requires someone to accompany you, please let know ahead of time.