

Office update prior to reopening - Please read some of our new protocols

Dear Valued Patient,

We are excited to let you know that Andover Periodontics is reopening for patient care on May 18, 2020, following the CDC (Centers Disease Control) guidelines, pending notification from the State of Massachusetts.

We hope that you and your loved ones have remained healthy. We have missed you, your smiles, and conversations! Moreover, we missed being able to take care of your periodontal needs. Due to the COVID 19 pandemic, we have made the necessary changes for patient safety and continue to welcome you back with a smile as we maintain social distancing protocols for everyone's safety.

We have always paid paramount attention to following strict Infection control guidelines to protect us all from any potential disease transmission. Additionally, due to the COVID-19 pandemic, we have introduced additional levels of mandated precautions. This will allow us to continue to provide the highest level of periodontal and implant care while maximizing the safety of our working environment. Therefore, we are kindly asking for your collaboration, patience, and flexibility through this new process to keep us all healthy.

These new measures of protection, which conform to the latest standards per CDC, ADA (American Dental Association) and the Occupational Safety and Health Administration (OSHA) guidelines, include:

- New screening protocols for each patient at three separate times
 - approximately 2 days prior to your appointment ("pre-appointment"),
 - just prior to your appointment ("in-office")
 - 2 days afterward for symptoms and conditions. A link will be sent to you via email and/or text message. We would kindly ask each of you to take this step seriously and be accurate in filling out the forms so we can identify any possible source of infection or higher risk individuals, thus maximizing everyone's safety and health. Please call to reschedule your appointment if you have any signs of respiratory illness including: Exposure to someone confirmed with COVID-19, temperature above 100°F, cough, loss of smell, or shortness of breath within the past 2 days.

Additional steps include:

- Avoiding all handshakes
- Screening of each of our team members for symptoms, temperature at the beginning of each work day.
- Electronic completion and submission of forms/paperwork which will be filled out from your home (virtual reception desk)
- A screening form will need to be completed upon arrival for your appointment ("in-office", ideally to be electronically completed on your mobile phone) prior to coming into the office.

- Electronic secure pre-appointment payment to minimize non-treatment time in the office
- We will be kindly asking you to wear your own mask covering the mouth and nose when entering the office (in line with current state recommendations)
- Anyone entering the office will have a temperature check with our touch free forehead thermometer.
- If possible please come to your appointments alone (unless you require assistance) and minimize your belongings.
- A Touch-free hand sanitizer station to use upon entry into our office
- We have invested in three Surgically Clean Air technology JADE systems in the treatment areas to allow for a continuous 5-layers of engineered filtering of the air for the safest environment, including HEPA-Rx filtering. <https://surgicallycleanair.com/jade/>
- Our reception area will accommodate the new guidelines: Six feet of separation between chairs, Plexiglas screens between our business team and reception areas, posted reminders of how to minimize the spread of infection, no magazines.
- We will use single use coverings/barriers on the electronic signature pens, to be discarded after each use.
- Patient Traffic flow will be one-way for patient flow you will exit through the back door at the end of the main hallway.
- Payment and all future appointments will be made prior to entering the treatment room.
- We will temporarily suspend and limit handouts and displays (tooth paste samples, pens, flashlights, etc.) in our waiting area to minimize any transmission
- Our PPE (Personal Protection Equipment) will be escalated for your procedure (new mask types, face-shields, head, and shoe covers)
- Disposable barriers are being used throughout the office.
- You will also find touchless bathroom fixtures, soap and towel dispensers, and hand sanitizer stations.
- Each patient will continue to wear protective safety glasses during all procedures. They will be disinfected and UV light-sterilized after each use in our new Ultraviolet Light sterilizer.
- We will use additional suctioning and/or protective barriers during clinical procedures
- We will continue to use thorough cleaning and disinfecting measures of the operatory between patients, as well as our ongoing cleaning, sterilizing/autoclaving of our instruments and equipment.

We will be reaching out to each of you by phone to reschedule cancelled appointments or confirm/adjust your prescheduled appointments. In addition, we will continue to send electronic reminders for your appointments using our integrated reminder system. Feel free to call our office (978) 475-0567 or email us: contact@andoverperiodontics.com with any questions.

Furthermore, we will work with you and your general dentist to coordinate your appointments and resume alternating at regular intervals your hygiene appointments to maintain your dental health.

Please check regularly for any updates our website (andoverperiodontics.com), or social media (Facebook or Instagram) for any updates or new information we may add.

Thank you for all your patience, understanding and great work on your oral hygiene routine during this challenging and unique time. Andover Periodontics team looks forward to seeing and caring for you soon!

Truly Yours,

Dr. Maria Dona