



Dear Patients,

We hope this letter finds you and your family in good health. Recently, our worlds have been turned upside down, and we are all eagerly awaiting a return to our new normal. While many things may change, one thing will remain the same: our commitment to patient safety.

Infection control protocols to safeguard your health have ALWAYS been a top priority. Our infection control processes are designed to ensure you are both comfortable and safe when you receive care in our office. Right now, we're spending our time wisely, enhancing our already rigorous procedures to provide an even higher level of protection.

When it is time for your next appointment at **Dean Dental**, you may see some modifications, including:

New safety protocols

You'll notice a few new steps to take when you check in at our office:

- We are asking all patient to fill out pre-screening forms before your appointment. We can email these to you, or you can access them on our website. We will ask the same questions again at our office.
- We are providing hand sanitizer, which will ask you to use when you enter the office. We will also monitor your temperature.

We request that only the scheduled patient enters the office. However, exceptions will be made as needed (please inform us in advance if you need someone to accompany you.)

Appointments and social distancing

We will do our best to allow more time between patients to both minimize your waiting time and reduce the number of patients in the reception areas. This means:

- Appointment slots will be managed to allow for social distancing between patients. This may mean there are fewer options for scheduling your appointment.
- All patients are encouraged to wait in their car instead of our office. Simply notify the office when you arrive, and we will instruct you on when to enter.

We are still asking for a 48-hour cancellation notice. Appointment slots are in high demand, and we reserved the time **JUST FOR YOU!**

Staff safety measures

We are implementing the following safety measures to protect both you and our team:

- Personal Protective Equipment (PPE) in excess of the standard guidelines (clinical staff will wear masks, face shields, full-arm coats or gowns, etc.)
- Installation of sneeze shields for our administrative team at front desk.

Air Quality Control

A primary concern when it comes to transmission of infection is particles that are carried in tiny droplets in the air. We have added multiple safeguards at our practice to reduce the amount of aerosol transmission. We have attached the website links to learn more.

- **REME-HALO** by RFG. This is a guardian air purification system that is installed in our main HVAC system. See www.rgf.com.

- **Surgically Clean Air** purification units. These filter, capture, and kill viruses and bacteria by circulating the air every 5 minutes, and have been placed in each operatory and waiting room. See www.surgicallycleanair.com.
- **IQ Air** units. These are used for more invasive procedures, and utilize more localized suction. See www.iqair.com.
- **Purevac HVE** evacuation systems. These are available in each hygiene room to capture aerosols. See [Purevac HVE](#).

Dental Insurance

We understand that many of our patients could be struggling financially and/or loss of insurances due to job insecurity or loss. If this describes your situation, please notify our administration team, so we can discuss how to keep your dental health on track.

At **Dean Dental**, we want nothing more than to get everyone taken care of as safely and comfortably as possible.

As you can imagine, we have a large backlog of patients to be seen, and it will take time to work everyone into the schedule. Please be sure we have your current email and cell phone number on file. We have found that these channels are the best way to stay connected to our patients. We will work through these postponed appointments as quickly as we can. We appreciate your **patience!**

Thank you for being our patient. We look forward to seeing you again and are happy to answer any questions you may have. To make an appointment, please call our office at 724-222-2256. You can also visit www.DeanDentalTeam.com for additional information.

We miss you and your smiles,

The Doctors and Team of DEAN DENTAL