

Dear New Smiles Patients,

Last week Governor Brown announced that all elective medical procedures can resume starting May 1st. We were excited to hear this news and have spent a lot of time making sure we are prepared to open. We want you to know that patient health and team safety is our #1 priority in reopening our office. Because of our commitment to keeping New Smiles a healthy and sanitary practice, we will be prepared for a soft opening the week of May 18<sup>th</sup>. Please be aware that our doctors have put a lot of time and energy into introducing new safety precautions in order to limit the spread of Covid-19. Our team will have new protective gear as well as new protocol to help enhance the general well being of the office. Please note the following changes to our patient care:

- Patients are asked to limit the number of family members coming to the appointment with them.
- Masks will be required and provided for all patients as they enter the front door.
- Temperatures will be taken upon the arrival of patients to ensure there is no fever.
- If patients wish, they can remain in their car and text when they arrive. The front office team will then send a reply text when we are ready to take you to the back.
- Payments can be taken over the phone for any treatment to limit contact during the exchange of a bank card.
- We will practice 6ft physical distancing when possible.
- Our reception area has been rearranged to provide physical distancing.
- Patients will be provided pre-rinse before cleanings or treatment.
- We ask that you postpone any visit to the office if you have been sick or taking care of someone that is sick, within 2 weeks of your appointment.

In accordance with Governor Brown's announcement we will follow strict physical distancing guidelines, have adequate PPE in the office, and appropriate infection control procedures in place. We will also be operating on a very reduced schedule to ensure that you have limited contact with other patients during your visit to the office. After a few weeks of a soft opening, we will reassess to determine if we are able to modify our schedule to normal business hours. If you have a hygiene appointment scheduled between now and May 18<sup>th</sup>, our team will be calling you to reschedule that appointment to a new time. We appreciate your patience with this unique time. Again, it is extremely important to us that we create a safe and healthy environment for our patients and our team members. With your help, we will be able to help control the spread of Covid-19 and navigate the future together. We miss our patients and think of you often. We are anxious to have your friendly faces back in our office.

Stay Well,  
NewSmiles