

NOTICE OF RE-OPENING FOR EMERGENCIES ONLY

STARTING JUNE 8, 2020 –by Appointment Only (No Walk-Ins)

Dear Patient,

We hope this letter finds you and your family in good health.

In anticipation to our office re-opening during Phase 1 for emergencies only on Monday June 8, 2020, we have made COVID-19 specific updates to our infection control protocols to **protect and ensure the health and safety of our patients** and team. Some of these changes are:

- All staff will wear personal protective equipment and follow universal precautions at all times.
- In addition to utilizing HEPA grade UV air-purifying filters in all rooms and operatories, we will treat our operatories before every patient with an electrolyzed water fogger system that is safe and effective for decontamination along with other regular disinfectants.
- All magazines and reading materials will be removed from waiting areas since those items are difficult to clean and disinfect.
- All heavy traffic areas will be disinfected every hour.

You may also see some changes when it is time for your next appointment.

Please note we cannot accommodate walk-ins at this time, please call us at (617)267-3334 to schedule. We appreciate your cooperation in advance:

Scheduling

- **Wellness Screening.** To protect your health, our office will send all patients an online screening form via text or email prior to appointments, please:

☐ Complete the online form beforehand by answering some health screening questions prior to all appointments. You'll be asked those same questions again when you arrive at the office.

- **Registration & Update Forms.** We will send you all registration or update online forms via text or email ahead of your appointment, please:

☐ Complete at your convenience prior to your appointment. We will receive them automatically once you have submitted them.

Cont. 'Check-In'...

Check-In

- **Curbside Check-in.** In order to maintain social-distancing, please:
 - ☐ Send us a text when you arrive and wait in your parked vehicle whenever possible. You can avoid the waiting room all together by allowing us to call you when we are ready for you. We will provide you with an estimated wait-time.
 - ☐ Note: at this time we cannot accommodate visitors. Chairs will be spaced 6 feet away and waiting room will be limited. Please plan for your companion to wait outside of office area. We ask parents to wait outside of office area whenever possible.
- **Infection Control.** Before you reach front-desk we will:
 - ✓ Provide you with hand-sanitizer
 - ✓ Provide you with disposable gloves and mask
 - ✓ Check your temperature with a scanning forehead thermometer.
 - ✓ Ask you health screening questions.

Treatment

- ✓ Patients will be provided with an antibacterial/microbial rinse before and after all treatments.

Check Out

- **Text to Pay.** You can now request an estimated co-pay text-to-pay link be sent to you via HIPPA-compliant text:
 - ☐ You may pay ahead of time if you so prefer (Note: treatment subject to change -filling surface area greater than anticipated, etc).
 - ☐ We appreciate if you are able to use a debit or credit card instead of cash whenever possible.

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

Sincerely,

Joseph P Nore DDS & Associates