

## WE ARE BACK!!!

Dear Valued 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.

At Sunshine Orthodontics infection control has always been a top priority. That is true now more than ever. We want our staff, parents and patients to feel safe and comfortable when they enter our offices. Our offices follow 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 will continue to follow the activities of these agencies so that we are up-to-date on any new rulings or guidelines that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations. In fact, we've gone above and beyond the mandated infection control to promote the safest environment for ourselves and our families, so you may see some changes when it is time for your next appointment. Some of the additional infection control actions we've taken for your safety include:

- HEPA Filters throughout the offices
- Additional Suctioning Devices to minimize aerosols
- Plexiglass Barriers at all front desk areas
- Disinfecting Fogging Machine with All Natural Eco Friendly EPA Approved Disinfectant
- Higher than required PPE- including KN95 masks, face shields, gowns

You will notice some changes when it's time for your next appointment. In order to best protect our staff and patients, we've also developed some **new guidelines** for your appointments:

- Our office will communicate with you **beforehand** to ask some screening questions. You will also be asked the same questions again the day of your appointment.
- We ask that you call or text (via your conformation text) the office once you are parked to let us know you are here. Please remain in your car until we have completed the screening process and informed you that we're ready for your appointment.
- **Masks will be required by everyone entering the office. If you do not have a mask, we will provide one for you.**
- One of our front desk team members will do a no contact temperature check along with 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, beverages, 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 are offered fewer options for scheduling your appointment.

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- 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.
- Unless prior arrangements were made, **only the patient** is permitted in the office at this time per ADA guidelines.

We look forward to seeing you all again and we're happy to announce we will be re-opening **Monday, June 15, 2020**. A friendly reminder, we are doing our best to reschedule all our patients, please allow us enough time to do so. We will reach out to you to reschedule all appointments as soon as possible.

Thank you for being our patient and allowing us to provide the best orthodontic care for you and your families! We value your continued trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Dr. Mansour and The Sunshine Team