



DENTAL OFFICE OF MICHAEL E. ALANO, DDS, INC.

June 8, 2020

Dear Smiling Hills Dental Patients:

We hope this letter finds you and your family in good health. **As of June 8, 2020, our office is now open for dental services.** Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal routines. While many things have changed, our commitment to your safety has always been and continues to be our primary concern.

Infection control has always been a top priority for our practice and you may have seen this during your prior visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable.

Our office follows infection control recommendations made by the California Dental Association (CDA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We closely follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendation.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you within 48 hours before your appointment to ask some COVID-19 screening questions. You will be asked those same questions again when you arrive at our office.
- We will take and record your temperature upon arrival at our office as part of the screening process. We also have hand sanitizer available for you to use as needed.
- Please be sure to bring your own masks. Masks must always be worn by all persons for the entire visit. We will have you remove your mask for your procedure only.
- We will ask you to text us when you arrive so that we may let you know when we are ready to see you at the reception area. We will only see one patient at a time in our reception area.
- You may see that our waiting room will no longer offer magazines or reading material 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. We appreciate your understanding.
- For your additional safety, we have air purifiers placed in the procedure rooms to help rid the area of residual aerosols after each dental procedure.
- We may ask that you wait in the car before/after your screening to control the patient traffic in our office. Please do not bring any companions into the dental office unless necessary for assistance (e.g., the patient is a minor or an elderly patient needing physical assistance).

We will do everything possible to make sure you feel safe and welcome in this new environment. We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call our office at (909) 393-6001 or visit our website at www.SmilingHillsDental.com.

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

Sincerely,

Dr. Michael Alano and Staff