



SAFETY: OUR COMMITMENT TO YOU

The safety of our patients, team, and families has always been our number one priority. We are following the latest guidance from the CDC, OSHA, ADA, AAE, MDA, and government to do our part to prevent the spread of COVID-19 in our office and community. It is important to us that our patients and employees are confident entering our facility and that our actions clearly demonstrate our unwavering commitment to infection prevention and control. Below are some of the protective measures we are taking to safeguard your health while in our care.

Rigorous and diligent COVID-19 screening measures: We will be taking your temperature upon arrival. We have also developed a comprehensive COVID-19 screening questionnaire that we will review with you when confirming your appointment and upon your arrival at our office. Our doctors and staff are also subject to daily health monitoring, temperature checks, and COVID-19 screening.

Online patient registration: Being a digital office, we have always encouraged online patient registration. To limit high-touch surfaces and adhere to social distancing recommendations, we are now requiring online registration. If you do not have access to the Internet, we are happy to accommodate and will provide a safe alternative.

Social distancing: We have made changes to our schedule in an effort to limit the number of patients in our facility at any given time and also to allow for aggressive cleaning and disinfection of treatment rooms and high-touch surfaces between patients. We are honoring the "6-foot" rule in our practice and, as a result, you might be asked to wait in your car until an operatory is available for you. Likewise, we are confirming the hallway is clear before bringing you to the checkout counter. We are making every effort to limit patient guests, but we recognize this is not always feasible. All visitors will be screened for COVID-19 too.

Disinfection and cleaning: We are only using products approved by the Environmental Protection Agency (EPA) for use against SARS-CoV-2, the virus that causes COVID-19. We are also strictly adhering to the EPA's recommended contact time for these cleaning products to ensure complete disinfection. All high-touch surfaces are being wiped down after each exposure, including the public restroom. All operatories, dental instruments, and equipment are being cleaned, sterilized, and disinfected in accordance with the CDC and OSHA standards.

Hand hygiene: Our entire team has been trained on the appropriate methods for hand hygiene. We are requiring more frequent handwashing from our doctors, staff, and patients. In addition, hand sanitizer stations have been placed throughout our practice.

Personal protective equipment (PPE): Masks are required inside our building for both patients and our team. If you do not have a mask or face covering, we will gladly provide you with one. We are wearing the full gamut of PPE during your appointment. This includes gowns, face shields, N95 respirators, eye protection, surgical caps, and gloves.

Oral rinse: To disinfect the oral cavity before we initiate treatment, we are having patients rinse their mouth with a minty-tasting 1.5% hydrogen peroxide solution.

Source capture systems for aerosol extraction: We installed Healthy Air® source capture eHEPA filtration units in all of our treatment rooms to control, capture, and filter dental aerosols. This technology provides an added layer of safety by improving air quality in the immediate vicinity of interaction between us and our patients.

Rubber dam isolation with continuous suction: Rubber dams are necessary for maintaining a contaminant-free field during root canal therapy. Rubber dams can also help reduce contaminated dental aerosols. We are using rubber dams in conjunction with an Ora-Shield Dental Dam Napkin and a Hygoformic Saliva Ejector to limit the amount of secretions available to be aerosolized. Continuous suction under the rubber dam combined with the assistant maintaining high-volume evacuation at the site of aerosol production adds another layer of protection.

High volume dry evacuation (HVE) system: We upgraded our HVE system to ensure our assistants are capturing and removing as much dental aerosol from the treatment site as possible.

Air purification: We are using medical grade air purification units as well as the REME HALO® in-duct air purifier. The REME HALO® provides whole building purification from our existing HVAC system. This technology continuously purifies every cubic inch of air that the HVAC system reaches.

Droplet barriers at the front desk: We added an extra layer of protection between patients and employees at our front desk with freestanding glass barriers.

Single-use pens: Patients are getting their very own Shoreline Endodontics pen to take home. We are not reusing public writing utensils.

It is our sincere hope that this extensive list provides you with comfort that we take your health and safety seriously, from the front door to the back office. We are happy to be at your service. As always, please contact us with any questions. Thank you for trusting us with your care!

Sincerely,

Drs. Allen, Haag, and Barrord