

IMAGINE SMILES

creating beautiful smiles... one patient at a time

Monday, May 18th, 2020

Greetings all –

What a crazy time these last 8 weeks have been. We deeply appreciate your patience and understanding while we were made to keep our office closed to help control the spread of the Coronavirus. We were relieved when Governor Walz and the MN Board of Dentistry gave us permission to re-open our doors on May 11, and although we are still under mandate to provide urgent and emergent dental care, the most recent executive order from the governor has allowed us to resume routine cleanings as well, and this is welcome news.

Many of you have been forced to wait for dental care as a result of this mandate. As badly as I want to see you all again, I will not rush into full operations until we are fully ready to do so. Covid-19 has created some unique challenges for dental offices around the world. In many aspects, dentists are held to a higher standard of infection control than medical clinics and hospitals. At Imagine Smiles, we are fortunate in that we were already ahead of the infection control curve before Covid-19 was an issue. We still have been forced to make some changes in our procedures and protocols to ensure that our office is as safe as possible for patients and staff.

It is incredibly important that we get this right, so between May 11 and May 28, I will be taking the time to tweak our systems, implement changes, and train my team on all new safety procedures and protocols that we need to have in place. During this time, I would ask that you please be patient with our staff if they call you with rescheduling requests – patience and grace will help us get the office up and running normally as soon as possible.

I am happy to say that we are planning to return to full operations on Monday, June 1st, 2020. If you have an appointment on or after Monday, June 1st, we are planning to see you at the appointment time you have scheduled. We may need to make minor modifications to appointments due to new waiting room procedures and we will notify you via phone if your appointment after June 1st will be affected.

Please know, we wish we did not have to make any of you wait any longer for dental care – you **deserve** our very best and you will **get** our very best efforts – we are being required to play by new rules.

Also know that comfort, health, and safety are our top priorities! Thus, the new measures we will be taking include, and are not limited to the following:

- Patients will be screened for symptoms and exposure risk to COVID-19. Any patients with of a fever or other symptoms of illness will be asked to re-schedule their appointment. If you feel symptomatic prior to your appointment, we ask that you call us ASAP to let us know. Giving us advanced warning will allow us to see another patient in your place who has also had to wait for an appointment.
- To minimize patient interaction, we have plexiglass 'sneeze guards' in place in the reception areas and we need you to position yourself behind the plexiglass when working with our administration team.
- ONLY patients appointed for care will be allowed entry into the office. Parents and other family members will be asked to wait outside whenever possible.
- If possible, patients are asked to wait in their cars or outside the office until their scheduled appointment time. When you arrive, please call the front desk to let them know you have arrived. They will text or call you when we are ready for you to enter the office and you will be met by a clinical team member.
- Should you prefer to wait in the waiting room, please know that we have made some changes. The waiting area chairs are now spaced 6 feet apart to allow for social distancing. The couches will be reserved for families only for the foreseeable future.
- We will ask that you continue to practice social distancing measures in common areas of the office, including the front desk.
- There will be no physical contact with patients with the exception of treatment.
- All public areas will be cleaned and sterilized frequently throughout the day.
- All operatories have high-volume air filtration and purification units. The units are capable of removing particles smaller than COVID-19 viruses.
- During patient care, eye protection will be worn by everyone and cleaned between patients.
- All surfaces that come in contact with a patient during treatment will be wiped with a 78% alcohol disinfectant including the patient chair and any areas where personal items may have been hung or placed
- We will assist you if you would like a beverage or lip balm on your way out of the office.

- While necessary, the new PPE requirements have increased the cost of doing business. For this reason, a PPE surcharge of \$10 will be added to all appointments. We have done our best to minimize this expenditure for you and we hope that this is a temporary expense. We will discontinue this PPE surcharge as soon as we return to pre-Covid PPE requirements.

We hope that these protocols will be short-lived. They do create some extra hassles for all of us, but they are in place to create a safe environment. We want you to feel confident when visiting our office, and taking these extra steps is critical to maintaining that confidence level. Rest assured our team is going to go above and beyond to give you the BEST dental experience they can.

In closing, I would like to personally THANK YOU for your strong loyalty and kindness during these past two months. I know many of you have been patient and waited long periods of time for appointments because you trust us to provide dental care for you and your family. We are doing our best to get things back on track now that Governor Walz and the MN Board of Dentistry have allowed me to re-open the office.

We are excited to get back to work and we are looking forward to seeing you soon!

With warmest regards and best wishes for continued health and safety,

A handwritten signature in black ink that reads "Dr. Green DDS". The signature is written in a cursive style with a long horizontal flourish at the end.

Dr. Green