

WELCOME TO OUR NEW OFFICE
COVID-19 POLICIES AND GUIDELINES

We have made the following changes to help protect our patients and staff.

- Our office will confirm your appointment 24 hours in advance, and you will be asked some COVID related questions.
- We ask that you please wear a mask at all times, except in the treatment room.
- Please arrive 5-7 minutes early. We reserve the right to turn away any patient that does not arrive on time to ensure plenty of time for safety and disinfection. Being late will impact entire flow of patients after you.

- When you arrive to your appointment, we ask that you stay in your car and call us informing us of your arrival. Our team members will invite you to come into the building when we are ready so you would avoid any contact with other patients.
- Patients will be asked to leave all personal items (except for cell phone, keys and form of payment) in their cars during their appointment.
- Only caregivers for elderly patients and parents of small children will be allowed to accompany scheduled patient.

- Upon entering the building an infrared thermometer will be utilized to take the temperature of each team member and patient.
- You will be invited into the office at which time we ask that you please wash your hands in the bathroom near the front entrance.
- Any employee or patient who has a temperature above 99F will be sent home immediately and not allowed to return until they have no fever and no evidence of COVID-19 symptoms.
- In the reception area you may notice that we temporarily will no longer offer magazines, children toys and so forth as these items are difficult to disinfect.
- We regret we are prohibited offer coffee and beverage services at this time.
- Appointments will be managed significantly, reducing the number of patients at the office at the same time (to one to two patients only). That might mean that you are offered fewer options for scheduling your appointments.

- Doctor, Dental Hygienist and Dental Assistant will be wearing masks, protective gowns and face shield while treating patients.
- Hand washing with soapy, warm water, for a minimum of 20 seconds will be required from all team members before and after patient treatment or interaction.
- The use of EPA registered disinfectants will be available throughout the office for team members and patient use.
- Between each patient visits, surfaces such as reception counter, pens, door handles, faucets and other commonly touched areas will be disinfected as directed by manufacture recommendations for effectiveness as per State regulations.
- Team members will be required to frequently want their hands after using phones, computers, credit card machines, ect.
- All restroom surfaces, including floors, sinks and toilets will be cleaned and monitored throughout the day with disinfectants readily available.

In addition, we will allow greater time between patients to reduce waiting time for you and waiting time in the reception area.

We also implemented several “extra steps” which exceed recommendations of the ADA, CDC and OSHA

- **We will utilize a medical grade UV light in every treatment room to achieve surgically cleaned air. This light is deadly to viruses, bacteria, and mold.**
- **We will use a HEPA/Air Purifier/UVC light unit to clean the air.**
- **We have secured enough PPE which will be changed after each patient.**
- **We have also installed Plexiglass partitions at the reception area**

We appreciate your understanding and patience while we settle into what looks to be a new normal, at least for a while. We look forward to seeing you again, we are committed to your safety and are happy to answer any questions you may have about the steps we are taking to keep every patient and staff member safe.

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. Elena Bielawski & Team