

Greetings Lopez Dental Family! We hope this letter finds you safe and well. That seems to be our baseline for now. During the Shelter in Place mandate, we have spent time with our family that we will never forget, but thankfully Santa Clara County has now made it allowable for us to return to our dental family. We are beyond happy to report that we will be **re-opening our office on Monday June 1st for all procedures**. Over the last 2.5 months we have spent many hours/days viewing webinars related to the COVID-19 virus and the dental practice, and how we can better address the safety and health of our patients and staff. While so much has changed due to COVID-19, one thing that remains constant is that the health, safety, and well-being of our patients is our number one priority. Our office will be following 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).

You will see some changes when it is time for your next appointment. The staff will be wearing new protective gear. You will also see some new engineering equipment used during procedures that are present to reduce facility risk. We made these changes to help protect our patients, their family, and our staff.

For your safety, please take time to review our new office protocols:

1. Our office will communicate with you beforehand to ask COVID -19 screening questions. You'll be asked those same questions again when arrive to the office. **It is imperative to your safety and ours that we speak to you prior to your appointment in order to:**
 - A. Confirm your appointment
 - B. Discuss new protocols
 - C. Complete a COVID-19 screening

****If you do not return our attempt to contact you it is possible your appointment will be cancelled.**

2. Appointments will be managed to allow for social distancing between patients as well as disinfection of treatment rooms. That means there will be fewer options for scheduling your appointment. **Currently we will be only seeing scheduled patients Monday, Wednesday, and Friday.** We have plans to add Tuesday and Thursday back in the near future as certified personal protective equipment becomes more available. **Doctors will be available for dental emergencies as needed.**
3. **If you are late for your appointment,** and your treatment will delay the next patient's appointment, we will either need to reduce the amount of treatment provided that day, or reschedule your appointment entirely. Depending on the schedule, and your specific appointment type, **your appointment could be delayed as much as 1 month for dental treatment or 2-3 months for a hygiene visit.**
4. Due to the COVID-19 shut down of our office, we have had to postpone 2.5 months of dental and hygiene appointments. We are doing our best to fill our schedule to get as many of our patients seen as possible in timely manner. If you have a scheduled

appointment, and you need to cancel or reschedule, **it is critical that you give us 48 hours notice** so that we can fill your appointment time with another patient. This will aid in our efforts to decrease the backlog of patients that have been deferred. **Please be aware your rescheduled appointment will likely be weeks down the line.**

5. **To aid in social distancing we will no longer be using our waiting room.** Please call the office from your vehicle or outside, once you arrive. We will then call/text you when we are ready to seat you in the chair. Due to this new protocol, patient companions will not be allowed to wait in waiting room any longer. Parents will be allowed to accompany minor children into the office. For your safety being on time is critical.
6. We will do our best to allow greater time between patients to reduce waiting time, as well as to reduce the number of patients entering the reception area at any one time. **Please note that your hygiene appointments may not be on the hour.**
7. **Prior to entering the office we will meet you outside to perform a COVID-19 screening,** as well as **a temperature check** on your forehead with a non-contact infrared thermometer. If your temperature is **over 100.4 Fahrenheit**, we will confirm with an oral thermometer using a disposable sleeve. Patient's with a temperature over 100.4 Fahrenheit will be asked to reappoint 2-3 weeks later. If you are having a dental emergency, we can discuss your specific situation before re-appointing.
8. You will be asked to **keep your mask on at all times inside the office** until we are ready to treat.
9. Our office may be cooler than before. We ask that you **dress in layers.**
10. Please be kind to us. Although we have always followed universal precautions due to HIV, Hepatitis, etc., COVID-19 has completely upended our profession and our livelihood, like it has many of yours. We will need time to better understand how the "new norm" will impact our scheduling and the like. We are doing our best to schedule our backlog of appointments, please be patient with our efforts. We appreciate your gentle understanding demeanor to help in the process. We are in this together.

Please know that many hours of learning, and training has gone into this preparation to re-open our office. We are steadfast in our mission to protect patients and staff, while providing essential dental care. Thank you for your continued support! We greatly appreciate the thoughtful messages we have been receiving.

Sincerely,

Dr. Michael James Lopez
Dr. Devin Jordan Lopez
Susan Jordan Lopez RDH
& Lopez Dental Staff