



Dear Patient:

We hope this letter finds you and your family in good health. Our office is **re-opening on 5/18/2020** for limited dental procedures provided by Dr's Bond and Ganfield. On **6/1/2020** we will start seeing patients for "elective" procedures as well, this includes our routine dental cleaning by our hygienists. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows 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). We 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' recommendations.

Below is a list of our routine daily infection control procedures at our office:

- **Hand Washing/Hand Sanitizing:** Washing and sanitizing our hands is an important procedure for all of our staff. Your hands are the most common way diseases are transmitted. Sanitizing and/or washing of hands is performed before each patient contact.
- **Personal Protective Equipment (PPE):** Our practice has always followed infection control precautions that requires all clinical staff to wear the proper PPE. Our PPE consists of gloves, masks, lab coats, scrubs and eyewear. After each patient contact, all disposable wear items, such as gloves and masks, are discarded in the proper places.
- **Instruments:** White Clay Dental clinical staff follow a strict protocol of sterilizing all dental instruments in our ultrasonic cleaner and autoclave. Our clinical staff will be more than happy to review our protocol with you if requested.
- **Surfaces:** In each operatory all surfaces: dental chair, lights, instrument tray, handles, countertops are cleaned and decontaminated between each and every patient. In addition, our staff completes a thorough lobby, bathroom, exit doors and countertop cleaning throughout the day.

- Masks: Our clinical staff wear surgical masks and eye protection to protect mucous membranes of the eyes, nose, and mouth during procedures likely to generate splashing or spattering of blood or other bodily fluids. These masks are discarded between patients.

### **Additional changes at White Clay Dental Associates:**

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 may communicate with you beforehand to ask some screening questions. You may be asked those same questions again when you are in the office. Patients will be asked to reschedule their appointment if they have any recent flu-like symptoms including: fever, cough, shortness of breath or unprotected exposure to a Covid-19 patient recently( i.e. living in the same dwelling).
- All patients temperatures will be taken before being treated. Our doctor's and staff's temperature will also be taken daily.
- We ask that patients bring and wear a mask/face covering at all times while in the office except when in active treatment. Due to limited availability, our office **cannot** supply masks to patients. You will also find hand sanitizer in the reception area and other places in the office for you to use as needed.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect. We have also increased the frequency of disinfection of all common areas.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- Patients may want to stay in their cars until their scheduled appointment times. Some patients, if it's more comfortable, can call the office to check-in when they have arrived and are waiting in their car. We will call back when we are ready to seat you. We ask that if anyone accompanies a patient that they wait in their cars during the appointment times. This will be done to reduce the number of people in the reception area at any one time. We will have very limited seating available in the waiting room.
- All patients will be asked to rinse with a hydrogen peroxide mouthwash once seated in the operatory.

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 or for more information, please call our office at (302) 731-4225 or visit our website at [www.whiteclaydental.com](http://www.whiteclaydental.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 Bond, Dr Ganfield and the White Clay Dental Team