

5/20/20

Patient Name
Street Address
City,State Zip

Dear Kids Choice Dental Patient(s) and families:

We have missed you and your smiling faces and hope this letter finds you and your family in good health. We recognize the unprecedented impact that Covid-19 has had on our lives 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 our patients' safety.

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 are now scheduling patients to be seen starting June 1st, with a continued focus on emergent and urgent dental needs; however, we will need to see a reduced number of patients per day to comply with guidelines on social distancing and infection control. Here are some changes we made to help protect our patients and staff. For example:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office. Your temperature will be taken by our administrative team with a "no-touch" thermometer. If you feel ill on the day of the appointment, we ask that you reschedule your appointment for a later date.
- We will ask that you wear a face covering (cloth is fine) as required by local authorities, that only one guardian brings the patient(s) and that you do not bring a sibling who does not have an appointment to minimize the number of people in the office.
- Please call or text us when you arrive in our parking lot on the day of your appointment. We will let you know when our clinical team is ready to seat you in the treatment room.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- You will 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. You will also see us wipe down the administrative counters and the reception area throughout the day.
- Appointments will be managed to allow for social distancing between patients. For this reason, we respectfully request that you are on time to your scheduled appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

We value your trust and loyalty and look forward to welcoming back your families. We are happy to answer any questions you may have about the steps we take to keep your child(ren) and every patient,

safe in our practice. To make an appointment, please call our office at (818)772-1800 or visit our website at www.kidschoicedentalcare.com.

Sincerely,

Dr. Susan Jarakian, Dr. Erica Kim and the entire Kids Choice Dental family team