

May 18, 2020

To Our Dear Patients:

We hope this letter finds you and your family in good health; we have missed you. All of us have been through a lot over the last few months, and we are all 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. We follow strict 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 also voluntarily monitor our sterilizers weekly using an outside independent service. In addition to strict infection control practices, we have also added the following:

- Our office will communicate with you beforehand to ask some screening questions and also when you arrive for your appointment. We will take temperature and oxygen levels on all patients and staff. We are currently negotiating obtaining reliable in-office COVID-19 tests.
- All staff are trained to strictly follow COVID-19 guidelines.
- We have added ultraviolet light, air purifiers, and electric fogger sprayers for complete office disinfection after every patient.
- No deliveries will be permitted in the office, including all mail.
- We will space our patients one hour apart for complete disinfection of the entire office after each patient. No other patient will be permitted in the waiting room at any time.
- We will not allow visitors with patients in the office, the exception being for patients in need of physical assistance. Same day emergencies will strictly be seen when the office has no other patients.
- We will now offer evening hours for your convenience.
- The building has also employed safety features for both the elevator and the lobby.

We look forward to seeing you again. We will resume office hours as soon as the Governor gives us permission to start seeing patients. We are always available and 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, please call our office at 212-223-5100 or 718-939-0862 and visit our website at parsonssmilecenter.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,

Fady Salha, DMD