



Pacific Coast Dental

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Dear Patient,

We hope this email finds you and your family in good health. Our communities have been through a lot the past few months, and all of us are looking forward to resuming some of our normal habits and routines. We're happy to announce that Pacific Coast Dental has recently reopened to treat all of our patients, and we are grateful to have the opportunity to continue serving you.

While many things have changed, one thing has remained the same: our office's commitment to your safety. Infection control has always been a top priority in our practice. We follow recommendations and guidelines made by the American Dental Association (ADA), the Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA). This allows us to make sure that our infection control procedures are up-to-date and enables us to provide the safest environment for our patients and their family members. We have also implemented the following changes:

- Upon scheduling an appointment, you'll be asked to complete a COVID-19 questionnaire. We will postpone treatment for any patient who has experienced or been in contact with someone who has experienced the following symptoms within 14 days of the scheduled appointment date: fever, cough, loss of taste and/or smell, flu-like symptoms, difficulty breathing or shortness of breath, and fatigue.
- If you are over the age of 65 or have pre-existing health conditions (as recommended by CDC) such as diabetes, chronic lung disease or asthma, serious heart conditions, are immune compromised, or chronic kidney or liver disease, we recommend you do not visit the office at this time. If you fall into this category but need to accompany a child or family member for a visit, please call our office as we will handle this request on a case-by-case basis.
- Upon arrival at our office, call us from your car to let us know you have arrived. We will come out and check you in at your car and take temperature readings with a contactless thermometer to confirm you have no fever.
- Once your room is ready, we will call you to enter and a team member will meet you at the front door to escort you to your room. We ask that patients enter the office unaccompanied, if possible. For those patients who need a guardian to accompany them, we ask that this be limited to a single family member.
- Every person entering the office is expected to wear a face covering and will be asked to sanitize their hands.
- Clear plastic screens (sneeze guards) have been installed at the front desk to minimize exposure to airborne pathogens.
- Medical-grade high efficiency particulate arrestance (HEPA) air purifiers have been installed around the office and in each operatory to help improve the air quality in the area for all patients, family members, and staff.
- Our doctor and staff will be wearing all of the recommended personal protective equipment (PPE).

In addition to these changes, we will be scheduling appointments in a manner that promotes social distancing and allows for adequate time for us to disinfect all areas of use in between patient appointments. This may result in less appointments available and delayed times with re-scheduling your cancelled appointment. We ask that you please be patient and understand that we will do our best to accommodate your scheduling needs as we know many of you are anxious to get back into our office.

Thank you for being part of our dental family. We know we can get through this challenging time together. We're happy to continue serving our patients, neighbors and friends, and can't wait to see your smile!

Sincerely,

Your dental team at Pacific Coast Dental