

Pasadena Dental Care Update to Patients

May 27, 2020

Dear Patients,

I would first like to reach out to all those who have lost loved ones during these last couple of months and extend my sincere condolences. Such loss is never easy, but the circumstances of our world have made it exponentially more difficult. I pray that God is with them and your family and bring you all the peace that only He can provide. To all of those who have been ill, I wish you a speedy and full recovery. Lastly, to all of those who have served us throughout the last few months, whether in the healthcare field, grocery store or in any other essential job, thank you! It has never more evident that each of us plays a significant role in each other's lives.

We officially closed the practice on March 17th, following the orders issued by Governor Hogan. At that time, we had a busy practice and a filled schedule for myself and all four hygienists. However, due to the restrictions over the last few months, we have been able to see only emergency patients on a very limited basis. Governor Hogan announced the reopening of all healthcare facilities on May 7th, allowing for elective and non-elective procedures, but under many new requirements. That said, our practice was able to finally certify compliance with all of these requirements with the Maryland Department of Health on May 25th and we have now begun a limited opening. What this means is that we have had to establish new protocols for the flow of patients in and out of the practice, new protective equipment, and new disinfection procedures, which have all significantly impacted our ability to efficiently manage the appointment scheduling. Please see attachment of all enhanced guidelines for patient safety to reduce the probability of the spread of COVID-19. Unfortunately, as a result of all of this, you will likely experience a delay and disruption in your scheduling with us. Please understand that we must follow these temporary guidelines, but we will do what we can to accommodate you to the best of our abilities. Additionally, please trust that, as the restrictions are lifted, we will also make adjustments in an effort to bring things back to normal as soon as possible in a safe and efficient manner.

Now for a little good news! As most of you are aware, the practice has been undergoing a complete overhaul since June of last year. Virtually every surface that you can see or touch has been replaced or renewed. We have installed state of the art x-ray equipment, sterilization center, all new chairs, treatment lights, delivery systems, and computer aided design for all types of dental work. We have also expanded the number of operatories from five to seven, and are in the process of going to electronic charting in the near future. This in itself has been a monumental undertaking, but worth every painstaking moment, especially in light of our new practicing reality. In the coming weeks, we will have our final inspections and all of the final details will be complete. We hope that you will enjoy being treated in this new space as much as we will love taking care of you.

Our goal has always been to provide comfortable, high quality dental care in a safe environment, and we will continue to strive for this no matter the circumstances. We look forward to seeing you again very soon! Should you have any questions or concerns, please feel free to reach out to us.

Sincerely,

Dr. Knox

Pasadena Dental Care Re-Opening Guidelines 5/25/2020

Our goal is to prevent cross contamination between patients. Dentistry's unique clinical situation necessitates the implementation of distinctive protections to prevent the spread of COVID-19. Please be reminded that the situation is fluid and protocols can and will be changed as circumstances dictate.

Prior to Check In (Phone Confirmation)

Office personnel will ask questions regarding current state of health and potential COVID-19 exposure.

Patient Check In

We kindly ask that, upon arrival, you call the office from your vehicle. The staff will then instruct you when to enter the building. We require all patients to wear a mask upon entry, and use hand sanitizer which will be placed in the entrance way.

The staff will take your temperature and ask that you fill out a screening questionnaire. Any patient with a temperature of 100.4 degrees or above, or other signs of illness, will not be treated that day.

Immediately after check in, you will be placed in the treatment operatory. The patient waiting room will still be available, but its capacity and use will kept to a minimum.

Patient Check Out

We will ask that you remain seated in the operatory until the front desk area is clear in order to avoid crossing other patients. Overarching philosophy is to keep patient to patient contact to a minimum.

Clinical Protocols

All operatories in use must have exhaust fans placed in operatory windows. (Thank you, Dr. Mosca – having windows in a dental practice are a beautiful, unique and now functional design!) These fans will turn over the air in the operatory every few minutes.

After patient use, operatories must be disinfected (following universal precaution protocols) and may not be used again for at least 45 minutes. Each practitioner will alternate between two operatories throughout the workday.

The purpose of these protocols is to effectively eliminate aerosol contaminants from the previous patient.

Patients only will be allowed in the operatories (clinical treatment area) during procedures. NO EXCEPTIONS.