

Dear Valued Patients,

We hope this message finds you and your family in good health. Our community has been through a lot over the last few months, and a lot 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.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff.

- Our office will communicate with you beforehand to ask some screening questions at time of appointment scheduling. You will be asked those same questions again to be completed online the day of your appointment.
- Please make sure to bring a face mask to your appointment. It is necessary to have a face covering when entering the office and leaving treatment rooms.
- We will be using a virtual waiting room and ask that upon arrival you remain in your vehicle and text us at 949-348-0880 that you have arrived. When we are ready to start treatment we will text you to come inside the office. This will help minimize the amount of individuals in the office and promote safe social distancing between patients entering and leaving the office.
- We have hand sanitizer that we ask you to use when you enter the office. Your temperature will be taken with an infrared thermometer to confirm no presence of a fever. If your temperature is more than 100.2 degrees F we will have to reschedule until after you see your physician.
- All staff will have temperatures checked daily prior to start of the workday and advised to remain at home if they have any signs of illness. A backup team member will be utilized in their absence.
- You will be asked to rinse with 1% hydrogen peroxide prior to treatment for 1 min.
- You may notice our waiting room no longer offers coffee/tea refreshments, magazines, children's books and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean there are fewer options for scheduling appointments due to this guideline.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as reduce the number of patients in the reception area at any one time.
- You may notice additional Personal Protective Equipment like Respirator masks, face shields, surgical caps and isolation gowns donned by the staff.

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 at Bear Coast Dentistry. Thank you for choosing Bear Coast Dentistry as your dental home. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Warm Regards,

Dr. Jenny Liang