



EAGLE GLEN DENTAL

3811 Bedford Canyon Road Suite 105

Corona, Ca 92883

Ph: (951) 270-0211 Fax: (951) 270-0702

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www.Eagleglendental.com

Dear Patient:

We hope this message finds you and your family in good health. As we prepare to re-open our office, we'd like to take a moment to inform you of our infection control procedures. These procedures are informed by the infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We designed these procedures to keep you safe and comfortable as we confront the new challenges presented by COVID-19.

Changes to your experience prior to arriving at the office:

- We are temporarily extending office hours to accommodate our patients.
- Appointments will be managed to allow more time between patients for social distancing.
- We will contact you before your appointment to ask COVID-19 screening questions.

Changes to your experience at the office:

- Patients will remain in their vehicles until they are called to enter the office.
- We will review any medical updates and ask COVID-19 screening questions over the phone while you wait in your vehicle.
- Once your operatory room is cleaned and available, we will call you to let you know that you can enter the office.
- All patients must wear a face mask prior to entering the office.
- Upon entering the office, we will take your temperature.
- Upon entering the operatory room, you will wash your hands with soap to disinfect your hands.
- Upon sitting in the operatory chair, you will rinse your mouth with mouthwash to disinfect your mouth.
- In order to maintain a sterile environment, our staff will wear masks, face shields, gloves and gowns at all times while in your presence.
- We will perform your check-out as much as possible in the operatory rather than at the front counter to promote social distancing.
- **We will collect a \$10 pandemic Personal Protective Equipment (PPE) fee from each patient until the PPE shortage is resolved.** Some insurance companies are reimbursing these fees. If your insurance company reimburses the fee, we will refund \$10 to your account.



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Changes to our infection control procedures that you may not see:

- Employee health screening: We check every employee's temperature before the start of each work day.
- Enhanced professional cleaning protocols: Our office is professionally cleaned every night, from top to bottom, using EPA approved hospital-grade disinfectants.
- Enhanced internal cleaning protocols: Numerous times throughout the day, you will see our staff disinfecting common surfaces more frequently. In addition, we have made hand sanitizer widely available throughout our office and operatory rooms for patient use as well.
- Use of Aerosol Disinfectants: numerous times throughout the day, our staff will be spraying aerosol disinfectants during slower, or non-patient, times. The use of these aerosols has proven effective against viruses similar to coronavirus.
- Use of Aerosol Extractors: By extracting airborne aerosols, ultra-fine particles, and vapors directly from the breathing zone, Healthy Air® technology provides an added layer of safety by improving air quality in the immediate vicinity of interaction between individuals. This "source capture" feature helps protect doctors, dental technicians and patients alike.
- Medical HEPA (High Efficiency Particulate Air) Filters: Medical HEPA filters filter out airborne particles from recirculated air before the air re-enters the office or is mixed with fresh air. These medical HEPA filters are also used in many hospitals and surgical centers to provide patients with clean air.

The safety and well-being of our patients and team members is our top priority. We are well-prepared to navigate through these challenging circumstances while keeping your safety at the forefront of everything we do.

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 in our practice. To make an appointment, please call our office at (951) 270-0211 or visit our website at <http://www.eagleglendental.com>.

Thank you for being our patient. We value your trust and loyalty, and we look forward to welcoming you back to our office.

Sincerely,

Dr. Pham, Dr. Sotto and Eagle Glen Dental