

Frederick J. Carbone DDS

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all 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 we have always prepared our office in a way that we ourselves were going to be the next patient in the chair. The objective of our infection control practices is to make your care both safe and comfortable. When we are allowed to reopen, you will notice that we have adapted even greater levels of control as prescribed by the CDC , ADA, and OSHA to protect against this insidious Covid Virus. We are actively following the activities of these agencies to make sure we are up to date with any new rulings and guidance that may be issued.

Some of the changes you will see on returning to the office include:

- Our office will communicate with you to confirm the appointment either by phone, email, or by text messaging, and to ask some screening questions. You will also be re-asked those questions again when entering the office.
- You will arrive to the parking lot and remain in the car as a means for us to limit interpersonal contact of our patients, and you will let us know of your arrival by phone or text message. When we are ready for you to come up we will contact you in the method you contacted us.
- When you come into the office you should wear a mask, and you will find a hand sanitizer station in the waiting room to use as you enter and leave the office.
- The staff will be in full surgical dress with gowns, masks, and face shields worn the entire time you are in the office.
- The building owner is installing a bipolar Ionization unit on the HVAC unit to sanitize the air conditioning and heating unit as an extra safety measure for your protection. As many already know our office can be very warm on hot summer days and with the extra protection we will be wearing we may have the air turned up to very cold to get ahead of the afternoon heat . If you have a morning appointment please consider a sweater or jacket to avoid being cold.

You will find that by June 1st, we hope to have a new Website and we are instituting a new communications system, which will allow us to better handle all the new communication demands of handling the new prescribed treatment process we have described above. In an effort to acquire all of the email addresses and cell phone data I would appreciate if you could email fred.carbone27@gmail.com with the cell phone numbers and email addresses for all members of the family who would be responsible for appointment control. Please feel free to include in your email any questions you may have about the steps we take to keep you and every other patient safe in our practice.

We look forward to seeing you again as soon as we are allowed to open the practice by our state board of dentistry. We will be contacting patients as soon as we are allowed to handle many of the concerns that many have had over the past two plus months, and to schedule appointments for cleanings.

Thank You for being our patient. We value your trust and loyalty, and truly miss seeing all of our patients, neighbors, and friends.

Sincerely,

Fred Carbone