

To all of our valued patients:

5/16/20

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 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. For example:

- Our office will communicate with you beforehand to ask some screening questions. These screening questions can also be found on our website and should be answered before you come to your appointment. You'll be asked those same questions again when you are in the office and everyone will have their temperature taken upon entering.
- We ask that you please call us from the parking lot so that we can tell you it is OK to enter our office for your appointment and we request only one extra guest accompanying the patient. You will also be asked to wear a mask at all times, unless treatment is being performed, and under most circumstances only the patient will be allowed in the treatment room.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- You may see that our waiting room will no longer offer magazines, coffee, or bottled water since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment and the appointment times will be slightly longer.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- You will see that every room will have a HEPA air purifier running and the staff will be wearing additional personal protective equipment for everyone's safety.

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 973-361-6500 or visit our website at [drmichaelarmento.com](http://drmichaelarmento.com) as we will begin reopening on Tuesday May 26th.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely, Dr. Armento, Andrea, Roopal, Heather, Danielle, and Maria