

## Navigating the “New Normal” during the COVID19 pandemic

We hope this letter finds you and your family in good health. Our community has been through a lot over the past few months, and we are looking forward to seeing our patients and families.

While many things have changed, one thing remains the same: our commitment to your safety. Infection prevention has always been a top priority for our practice. We want to update you on the additional measures we are taking to keep us all safe and healthy during the COVID-19 pandemic.

We appreciate your patience as we navigate the logistics, including rescheduling all of our patients whose appointments were cancelled in March, April, and May.

- 1) We are wearing additional Personal Protective Equipment (PPE) as recommended by the CDC and OSHA, including special masks and face shields. All employees are screened for symptoms and have their temperatures checked daily. We are staying up-to-date on any new guidance that may be issued.
- 2) We have extended our office hours and are lengthening appointments to limit the number of people in the office at any given time.
- 3) We will call you 24-48 hours prior to your scheduled appointment to ask you several pre-screening questions. Please let us know if anyone in your family has any symptoms - even cold symptoms - so that we can reschedule your child’s appointment for another day. **If we are unable to contact you for your pre-screen phone call, your appointment is at risk of being canceled.**
- 4) We have a “virtual waiting room.” When you arrive for your appointment, **please remain in your car, and call us at: 201-608-5114.** We will call you when we are ready for you! If you have multiple young children, you may be asked to bring another adult with you to wait with them in the car so that only one child at a time enters the office. Or, you may prefer to schedule your children on different days.
- 5) Masks are expected to be worn by everyone upon entering the office. Please bring your own masks. We ask that only the children scheduled for the appointment and one parent / guardian come to the appointment.
- 6) When you come into the office, we will greet you at the door, provide hand sanitizer, screen you and your child for symptoms, and take everyone’s temperatures. Your appointment will be rescheduled if any person (patient or guardian) has a temperature greater than 100.4 degrees Fahrenheit.
- 7) If your child is coming in for a routine dental cleaning, please be aware that we are making every effort to minimize the creation of aerosols. This means that we will use hand instruments to remove plaque and calculus on your child’s teeth (which cannot be removed with regular toothbrushing) and then apply fluoride.
- 9) We now have a contactless payment system at the front desk.

### **Please bring to your appointment:**

1. Bring masks for yourself and your children.
2. Please bring a jacket for your child as our office is slightly cooler than normal.

We are so thankful to have you as a patient, and we look forward to seeing you soon!

Sincerely,  
Dr. Eytan and the Growing Smiles team