

Dear Patients:

As we continue to face uncertainty as a community due to COVID-19 and the social distancing guidelines passed down from the federal, state and local leadership, our team at Dr. Makram realizes the continued importance of strong and on-going relationships.

## **Where We're Going**

*We are very excited to announce that our practice will be opening as of Monday 5/4/2020* for a wider spectrum of dental care. We have been working diligently to replenish our supplies that were donated, so that we are ready with a new schedule in place that ensures the safety and comfort for both team and patients, as we return to full care and service. Our team is now reaching out to patients who have had to cancel their appointments due to the shut down as well as patients who are currently scheduled in the up-coming months to confirm new appointments that promote social distancing mandates and protect our most vulnerable. Our new scheduling options are designed to address individual oral healthcare needs and maintain a safe and sterile environment.

## **Where We've Been**

When we think about the individuals that bring us joy in fulfilling our vision for health and well-being, we immediately think of you, our patients and friends. We miss you greatly and are continuing to find ways of connecting with you regularly and being available for you in any way possible as we get ready for opening the practice beyond emergency appointments.

The original goal of the reduction to Emergency Care only was to suppress the spread of the virus and reduce the use of protective masks, surgical gowns, and other personal protective equipment (PPE) that hospitals and clinics found in short supply. This also gave us an opportunity to reinforce what we have always done when it comes to sterilization and infection controls, as well as implement additional steps to make sure that every patient can be assured a safe dental experience.

## **What Is Changing**

Our office will communicate with you before your appointment to confirm your appointment as well as to review the health screening survey. We will also perform a touchless temperature check before your appointment. We kindly ask any patient with temperature over **100F** to reschedule as we will not be seeing any patients with cough or fever.

We will begin to utilize “**Park & Call**” policy as part of our social distancing procedure. We ask you to call us from your car once arrived at our parking lot. We will then call or text you once the treatment room is ready for you. We also ask anyone who accompanies the patient to wait in the car unless necessary.

### **Steps We Have Taken**

Our team members will be provided with all the needed personal protective equipment (PPE) as hospitals and surgery centers which include

- N95 and Level 3 surgical masks
- Face Shields
- Surgical gowns
- Antimicrobial hand sanitizers
- Antimicrobial hand soaps
- **Surgically Clean Air (SCA)** purifiers – one of the only few systems approved for the use in medical and surgical environment.
- Sneeze-guards at the reception area.

### **What We Ask of You**

- Update your health/medical history online & Fill out the Covid-19 survey
- Reschedule your appointment if you have a cough, fever, been diagnosed or came in direct contact with someone who has been diagnosed with Covid-19 in the last 30 days.
- Please wait in your car for confirmation that we are ready for you.
- Understand that appointments times and scheduling may change in order to prioritize patients with more urgent needs.

We also know that during these unprecedented times obstacles like **additional time off from work and financial concerns** can be barriers to ideal care. We have also taken this time to evaluate our patient finance options and same day dentistry solutions with the intention of making sure dentistry remains affordable with minimal time expended for all those in need.

Rest assured, Dr. Makram, as always, will place the health and well-being of our team and our patients first. We will continue to reach out and update you on a regular basis through various forms of contact. Please follow us on <https://www.facebook.com/DrMarkMakram/> for up to date information as well as tips and resources on how to maintain your oral hygiene at home during these times.

*We look forward to seeing you all again and catching up with you at your next appointment.*

*Dr. Makram & Team*