

VICTORIA TOBAR, D.M.D.

Family and Cosmetic Dentistry

May 26, 2020

Gradual Re-opening, June 1, 2020 with New Precautions
In-office Appointments and Protocols Update.

Dear Patients:

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 and dental needs. Many of you have been forced to wait for dental care, and we deeply appreciate your understanding while we kept our office closed to help control the spread of the coronavirus.

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 have always sterilized our instruments, disinfected the operatories and use distilled water. Now want to tell you about the additional 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 do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations. We are opening because we have carefully planned and revised our office procedures to greatly minimize the risk of infection for our patient and team members.

You will see some changes when it is time for your next appointment. Some of these changes include,

Before Your Visit:

- Our office will communicate with you beforehand to answer some screening questions. We have the ability to send you a text form to fill out or a google form via email. You'll be asked those same questions again when you are in the office.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- 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.

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- We ask that patients limit companions to only essential people in order to reduce the number of people in the office/reception areas. If your companion can wait in the car, that would be preferred.
- Please wear a mask to your appointment which can be removed once you are seated in the treatment area.

When you Arrive:

- When you arrive at the office you may find the front door locked in our attempt to reduce walk-ins and unannounced visitors.
- We have hand sanitizer that we will ask you to use when you enter the office. Your temperature will be taken and recorded.
- A 1% Hydrogen Peroxide mouth rinse will be provided for you to rinse with before treatment begins.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.

Additional Protocols:

- All employees and doctors will be screened daily, via screening questions and temperature readings.
- We have added a plexiglass barrier at the front desk, Daeja will be happy to answer any questions you may have regarding your appointment, however it may be best to communicate any changes to your insurance, request for estimates, insurance benefit breakdowns etc. prior to your appointment. You can call the office phone number, text or email us.
- We have installed two high volume air filtration and purification units with true HEPA filtration for increased air circulation and filtration
- As always all treatment rooms will be completely disinfected before each patient is seated. Staff members will be wearing all recommended PPE following the guidelines set forth by the CDC, OSHA and ADA.

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 **415-566-2222** or visit our website at **www.drviatorbar.com**.

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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. Victoria Tobar and Dr. Thomas Dembski