



Dr. Stanley Altizer

COSMETIC AND FAMILY DENTISTRY

WE ARE REOPENING FOR PATIENT CARE ON JUNE 1ST!

I hope this finds you and your family in good health. Our community has been through a lot over the past few months and all of us are looking forward to resuming our normal lives and routines. We are very excited to begin the process of reopening our office and resume caring for our patients. Thank you very much for your patience during this most trying and difficult time.

While we would have liked to have returned on May 1st when the governor gave the "full steam ahead" and reopened dental offices, we knew that the timing was not right for the safety of our patients and staff. PPE is still in short supply for many offices, especially for those like ours who donated supplies to the local hospitals back in March. We are just now receiving supplies that have been backordered for the past two months and expect to be fully stocked when we reopen in June.

Patient and staff safety has always been our primary goal. Our infection control processes are made so that when you receive care, it's both safe and comfortable. This office follows the infection control recommendations made by the American Dental Association, the U.S. Centers for Disease Control and Prevention, and the Occupational Safety and Health Administration. We follow the activities of these agencies so 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.

During the past two months, we have been hard at work preparing our office for your return. You will notice changes, not only in the physical appearance, but also in the procedures for interacting with the front desk. We have added medical-grade air purifiers throughout the office and HVAC system, installed glass partitions at the front desk, and installed barriers to make our treatment areas more isolated. To accommodate safe social distancing, we have changed some of our daily procedures with regards to checking in and out. To insure the safety of all our patients, we have implemented the following:

- Check in from your car. Please call our office (440) 526-7277 to let us know you have arrived for your appointment. When we are ready, we will let you know and take you directly to the treatment room.
- Our office will communicate with you prior to your appointments to ask some screening questions. You'll be asked those same questions again when you are in the office.
- We ask that you wear a mask or face covering when you arrive and keep it in place until you are seated in the treatment room. Upon entry, your temperature will be taken with a no-touch thermometer. You will also be asked to apply hand sanitizer that will be provided as you enter.
- We ask that only patients enter our office at the time of their appointment. If the patient is a minor or needs assistance, we ask that only one adult accompany the patient. No other family members will be allowed in the treatment areas.
- Appointments will be managed to allow for social distancing between patients. That might mean you'll be offered fewer options for scheduling your appointment.

Again, thank you for your patience and understanding as we work through the huge endeavor of rescheduling all the appointments that were postponed throughout our closure. We will continue to see emergency patients until we reopen and currently have the front desk available to schedule your appointments. 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.

Respectfully,

Dr. Altizer and Staff

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