

Dear Patient,

We hope this letter finds you and your family in good health. Over the last few months our lives have changed and all of us are looking forward to resuming many of our normal habits and routines. While many things have changed, our commitment to your safety remains the same.

Infection control has always been a top priority for us and you may have seen this during your visits. Our infection control processes are designed to keep you safe and comfortable. Our office follows infection control recommendations made by the American Dental Association (ADA), the Centers for Disease Control (CDC) and the Occupational Safety and Health Administration (OSHA). We follow their recommendations to stay current and to keep you and our team safe.

Recently Santa Clara County officially noted that dental offices can re-open and see patients on a regular basis again. At your next appointment, you will see changes, including the concept of a **virtual waiting room**. The goal of the virtual waiting room is to reduce in person interaction and help maintain social distancing during your visit. We made these changes to help protect our patients and staff. For example:

1. **Pre-Appointment** - Patients are encouraged to use on-line tools as much as possible. Prior to your appointment, please complete the forms available on our website at [www.gilroysmiles.com](http://www.gilroysmiles.com). To access your account, you will need to call our office at **408-847-1234** to set up and/or reset your user name and password.
2. **Arrival** –
  - Patients must be symptom-free before coming into the office. You will be asked the same on-line COVID -19 screening questions again when you arrive.
  - Please take your temperature the morning of the appointment. We will confirm “no fever” with a thermometer on your arrival.
  - Upon arrival at our office, call us before entering to let us know you have arrived. We will call or text you when the office is ready for you to enter.
  - Patients should wait outside the office until they are called via phone call or text. Few, if any, patients or other visitors should wait in the reception room.
  - We ask that patients enter the office unaccompanied, unless the patient is a minor or has *special needs*. If so, we ask this be limited to a single person.
  - Everyone entering the office is expected to wear a face covering.
  - Everyone will be asked to sanitize their hands immediately upon entry.
3. **Management** - Our reception room will no longer offer magazines, since these are difficult to clean and disinfect. We will do our best to allow greater time between patients to reduce waiting times for you, as well as to minimize the number of people in the office at any one time.
4. **Technology** - We are in the process of implementing a **Tele- dentistry** service to minimize in person contact. Watch for future developments on our blog!

We welcome and look forward to seeing you again. We are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice.

Thank you for being a part of our family dental practice!

Sincerely,  
Gar N. Chan and Staff