



To our 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 habit and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

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 want to tell you about the 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 follow the activities of these agencies so that 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.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- **PRESCREENING** is required before your appointment. Please see the Prescreening Checklist under Patient Information. If you answer yes to any of these questions, please contact us.
- All patients are required to wear a mask to appointments. A mask should be on before entering the building and at all times other than when in treatment.
- Patients/Parents/Guardians: Please limit extra companions to your appointment.
- Upon arriving to your appointment, please text us your name at **(603) 667-8996** to let us know of your arrival. You will then wait in your car. When your provider is ready to see you, they will text or call you, then greet you in the front lobby/waiting area...we ask for you to please wear a mask before entering.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in many areas throughout the office for you to use as needed.
- Temperatures will be taken and you will be required to answer Patient Screening questions prior to treatment.
- 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.
- 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.
- Air purifiers have been put in every operatory in order to help filter out any aerosols.

It is imperative that your information be updated with us in order for us to reach you by phone, text or email. Please know that we adhere to the highest level of HIPAA regulations and that your information will never be shared.

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 603-448-4200.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors, family and friends.

Sincerely,

George Petrescu-Boboc, D.D.S.
& the Mascoma Dental Team