

Letter From Dr. Vodinh

Dear Utter Dental Care patients,

We hope this letter finds you and your family in good health. Much has changed since we saw you last. 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.**

We are ready to get back to work and to see everyone that we have missed so much. As exciting as this is since we have missed seeing our patients' smiles, we are taking extra precautions and preparing our practices accordingly to enhance safety for you and our team. Currently, we are re-opening on Monday, May 18th, 2020 to see patients by appointments only and are available for emergency assessments and Tele-dentistry consultations by virtual visits. We will reach out to our patients to coordinate accordingly. There will be limit appointments per day. Our office will call you and/or reach out by email to reschedule your appointments. We have already begun rescheduling patients on a first-canceled first rescheduled basis, which will serve everyone fairly with getting back on track. We have a fully accurate and comprehensive list of every appointment canceled, including the day and time.

Due to the Covid-19 crisis condition in Montgomery County and most the recent continue stay at home order from our County Executive Marc Elrich, we are cautiously monitoring this situation and will only provide availability for elective and non-urgent appointments when the time is more appropriate. We will give priority to patients with urgent dental emergencies and completion/deliveries of temporary restoration. We will limit emergency appointments to those defined by pain, swelling or bleeding. We will continue to monitor the development of the pandemic in our community and update our appointments availability safely until we return to pre-COVID-19 schedule.

As we go through the process of reopening, we appreciate your patience and understanding. We were forced to cancel many appointments, and we understand that you are ready to get oral health back on track as soon as possible. However, we will have to be very strict in our processes and procedures to keep everyone safe. The new guidelines have been reviewed by Dr. Vodinh and staff and will be modified as needed.

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 additional infection control procedures that we follow in our practice to ensure 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 agency recommendations.

Additional measure that UDC is putting in place to prepare our practice:

- ✓ Temporary Hours of Operation to help limit personal contact and ensure social distancing practice
- ✓ Updated Patient Appointment Process
- ✓ Additional modifications and machinery to help enhance safety for our patients and employees.
 - *Sneeze Guard at Front Desk
 - *Wellness measure: Hand sanitize, masks, tissue, shoes covers, hair cover and temperature measurement for our patients
 - *Air purification machines
 - *Enhanced intra oral and extra oral suction devices
 - * HOCL fog disinfectant systems
 - *UV light disinfectant
- ✓ Follow CDC recommendation on Protective Equipment (PPE) for staff and patients

You will see some changes when it is time for your next appointment. We made these changes to help protect our patients, staff and community. **Please review the Update Protocols for a complete list of the extra measures and processes for UDC to ensure our patients, employees and community safety. These protocols will be enforced strictly to ensure everyone safety.**

We look forward to seeing you again and are happy to answer any question you may have about the steps we take to keep you, and every patient safe in our practice. Please feel free to contact us at 240-261-4368 or utterdental@gmail.com

Thank you for being our patient and your understanding during this challenging time. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends. We have missed our patients and looking forward to seeing each and every one in person very soon. Please continue to stay safe and healthy.

Warmest regards,

Dr. Vodinh and UDC Team