

To all our Patients and Prospective 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. 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:

- Our office will communicate with you beforehand to ask some screening questions. You will be asked those same questions again when you are in the office.
- You will be asked to call our office at 631-499-1800 when you arrive in the parking lot. PLEASE DO NOT JUST COME INTO OUR RECEPTION ROOM ON ARRIVAL. You will then be given instructions. We want to limit people in the reception room and chairs will be spaced accordingly, for everyone's protection.
- Your temperature will be taken with an infrared forehead scanner.
- We have hand sanitizer that we will ask you to use when you enter the office, and we will supply you with a disinfecting wipe that you will be asked to use it, if you need to use the rest room. You will also find some in the reception area and other places in the office for you to use as needed.
- You may see that our reception 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.
- In some cases there may be a longer wait once you arrive to be seen. We need longer times to properly disinfect the treatment rooms and other areas of the office. We appreciate your patience.
- 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. 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 office number or visit our website at web address. Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors, and friends.

**Gary L. Sandler, DDS, Bonnie E. Lipow, DDS, and our entire dental team**