

Dear Patients!

Boy have we missed you all! 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 Smile Design Dental Team 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 is 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.

On April 28 Governor Baker and the Mass Dental Society extended our closures until May 18th and we are very optimistic that we will be able to open our doors to you at that time for procedures with Dr. Granovsky and hopefully hygiene to follow on June 1st!

We will update you with any changes as soon as we know.

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 are always up-to-date on guidance that may be issued.



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 team will be fully equipped with the necessary personal protective equipment.
- 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.
- We have a hand sanitizer that we will ask you to use when you enter the office. 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 waiting room will no longer be open for operation because these areas can be more difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you. We plan to use calling and texting to allow patients to wait in their vehicles until the office is ready to accept you. Please call us when you arrive in our parking lot, remain in your car until you are instructed to head up to our office.
- Please plan to wear a mask to and from your appointment at our office. Your mask should only be removed once instructed by a staff member.

At Smile Design Dental Team, we are committed to providing the highest level of safety during all dental office visits. To ensure the utmost protection for each of you and our hard-working staff in our already sterile and protected environment we have added helpful new equipment and have made some physical changes:

- We have eliminated the room to room access points and added closings to each operatory to minimize the spread of any airborne pathogens.
- Each room has a window that can be opened for fresh air ventilation.
- We have purchased air purifiers that will function in operatories continuously.
- We have purchased an Ionizer producer and a UV light which will be used after the patient's visit to clean work areas and further purify the air.

As we learn more about ways to protect you and ourselves, we promise to be at the forefront of providing the best defenses against all future threats while you are able to safely receive regular dental treatment.

We look forward to seeing all your bright smiles 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 (781) 329- 4545.

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

Sincerely,

Sveta Granovsky, DMD and the Smile Design Team