

Islip Dental Associates, PC

5/11/2020

Dear Patient:

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 you as safe as we would our own families.

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.

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'll be asked those same questions again when you are in the office.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find a glove, mask and tissue station with a touchless garbage can.
- We will use a touchless thermometer to take your temperature.
- 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. It may also mean at times waiting in your vehicle to manage social distancing.
- 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. Please bear with us. We have always taken pride in our on-time performance; however, it may take some time for us to adjust to new protocols.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we are taking to keep you, and every patient, safe in our practice. As per state mandate, we are only permitted to treat emergencies through May 16th, 2020. Please realize that as of the date of this letter, our governor may extend this mandate in our area.

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Since we have been forced to cancel as of this date, seven weeks of patients, I urge you to call our front desk at (631) 581-2038 and schedule your next exam/cleaning appointment. Members of our staff will be in the office Monday thru Thursday to assist you and answer any questions. You can also contact me at (631) 332-3888 if you have an inquiry or just want to talk.

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

Sincerely,

Dr. Bob

Robert A. Bottner, DDS

P.S. If we do not have your e-mail on file, please give us a call at (631) 581-2038 or e-mail us at IslipDental2@optonline.net. I will be sending e-mail blasts to keep everyone informed. You can also check our website: www.MyIslipDentist.com for further information.