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Dear patients,

We hope this letter finds you in good health and good spirits. Our thoughts are with all of those who may have suffered during these past few weeks. As our nation and community starts to heal from the COVID-19 pandemic, we recognize many businesses in our community will be opening their doors again. As your health advocate and ally, we want to take a moment to share a few updates with you.

In the past three months, we have remained open as an essential business for urgent care and dental emergencies, but limited our treatment options for regular cleanings and dental care. We did this to ensure that every physician and nurse had the need surplus of Personal Protective Equipment (PPE) to treat COVID-19 patients.

Your safety and health have always been our greatest priority. Universal precautions have been expanded with added measures (such as additions of **HEPA clean air filters with UV light** throughout the entire office, **external high speed suctions** to reduce aerosol contamination by 99.5% and sneeze guards for the front desk amongst many other things) to continue to provide a thoroughly clean environment. Our team is proud to follow all ADA, CDC, MDS and other reputable guidelines in our practice, making our business clean and safe to our patients. We are also following the "**PHASE OPENING**" guidelines set by the Massachusetts Governor. Most **elective dental** treatments including **regular hygiene appointments** are implemented in PHASE 2 of the mandatory state opening.

In order to ensure patients, staff and doctors safety the following protocol is established:

- 1) Starting **June 8th** hygiene and all doctor appointments will be available. (Please understand in order to reduce aerosol contamination we might not utilize cavitrons and polish teeth during your hygiene procedure unless it's absolutely necessary). Until June 8th we are open for any type of dental emergencies and some elective low risk dental

procedures. Our staff will contact you (if they have not already) to either set up appointments or confirm existing appointments.

- 2) We are doing our best and reserving the early morning appointments (8am-11am) for patients who are either immuno-compromised, high risk age groups, or patients with underlying medical issues who would require extra attention and time.
- 3) Upon your arrival, we **MUST take your temperature** and follow protocol by asking you few questions regarding COVID-19. If your temperature is 100.4F or above or if you answer YES to any of the questions you will be asked to leave the office and report to your nearest medical health care provider or Primary Care Physician.
- 4) Please bring your own mask and wear your mask unless asked to remove it. (We do NOT provide you with masks)
- 5) Please come alone. Minors can be accompanied by one guardian only. Guardians and personal helpers are not allowed in the opratories. We would ask you not to wait in the waiting area for more than 5min either. If possible please wait in your car or the prudential mall across the street until the person you are accompanying is done with his/her treatment and ready for pick up. If you are coming as a family group we only will allow the family member in the schedule to be seen.
- 6) We encourage you not to use our restroom facilities unless it's necessary.

We encourage you to visit our website at: backbaydentaldesign.com for updates, correspondence and any other questions you might have.

We are looking forward to seeing you soon.

Sincerely,

Dr. Kurban, Fereidouni and staff.