



Dear Shedwill Patients,

To begin with, I hope this message finds you, your families, and loved ones safe and healthy.

This is a time of great uncertainty for everyone, but one thing is certain, our health and safety must always be a priority. At Shedwill & Associates we are a stand for the people of Southern California. We always adhere to the highest standard of care & safety with our sterilization protocols and PPE but now with covid-19 we are working even harder to elevate our knowledge and achieve even greater standards of care.

As many of you are aware Shedwill & Associates has continued to treat emergency cases during this unprecedented time. We are grateful for the support and understanding from our community, and at this time, we are excited to announce that we are resuming all procedures, both emergency and elective.

We have created a comprehensive checklist of recommendations and guidelines that will be implemented at each & every stage of our patient's visit.

Our office follows **INFECTION CONTROL RECOMMENDATIONS** made by the **American & California Dental Associations (ADA/CDA)**, the **California Dept. of Public Health (CDPH)**, 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.

These include but are not limited to the following:

- **Wearing PPE:** personal protective gear (gloves, N95 & Level III surgical masks, and face shields).
- We will limit how germs can enter the office starting from the time you call/text with patient screening to recognize potential carriers --- **note:** you will receive a covid-19 pre-screening form via our Weave Text System prior to your appt. You will need to complete this by 1pm the day prior to your appt. You will be asked these questions again upon arrival to your appt.
- We will also soon be offering **virtual consults** to limit the amount of time you need to physically be in our office.
- When you arrive: we have **hand washing stations** available that we will request you to use when you enter our office as well encourage you to use at the end of your appointment.
- We have **reorganized our reception area** to respect social distancing and have also removed all magazines and toys.
- We will have each patient do a **covid-19 protocol** including taking your **temperature**, in fact all Shedwill & Associate team members will be screened every single day to make sure no one in the office is running a fever.
- **A team member will come and greet each patient upon entering the office.** We then escort you into the office to **wash hands** with warm water and soap, will then **scan each patient's temperature**, and have you do a **pre-procedural mouth rinse with a 1% hydrogen peroxide rinse** to help minimize any bacterial or viral transmission in the saliva as recommended by the American Dental Association.

- We have placed **air filters and molecule air purifiers** throughout the office.
- All high traffic areas including door handles and the reception desk will be sanitized after patient encounters and every hour by a Shedwill & Associate Team Member.
- When you are in treatment, elevated protocols of infection control will be carried out throughout the duration of your visit to ensure your safety. This includes the installation of **negative air pressure units to remove the aerosol in the air** that the dental procedures produce. These units along with the air purification units in the operatories allow for cleaner to circulate the rooms.
 - **Our level of sanitation is truly hospital grade** because after you leave, **we will use an FDA-approved UV-C germicidal sanitizer**. It is a mobile, self-contained device that uses ultraviolet radiation technology to kill bacteria, viruses, and pathogens on surfaces and in the air. Specially designed to disinfect medical settings, this device ensures optimal efficiency when sanitizing our dental operatories.

With the immense amount of resources, we have invested into the new technologies and protocols in our office along with the amount of time we have spent training and preparing our office for our patients, we know that **Shedwill & Associates will continue to be a hub for safety, health, and wellness for years to come.**

Thank you in advance for your compliance and consideration of all these requirements. We understand the burden that this has on you and your family and we appreciate your patience and understanding as we adhere to these

guidelines. If you have any questions regarding these new protocols, please feel free to reach out to us.

Finally, thank you for continuing to entrust your dental care to our experienced team. We sincerely appreciate your trust and loyalty and very much look forward to welcoming you back into our practice.

We miss you and look forward to seeing you at your next visit!

Sincerely,

The Shedwill Dental Team