

## What to Expect When Our Office Reopens

We hope this letter finds you and your family in good health. As we enter the re-emergence phase of this crisis, we are writing to let you know of the changes in our workflow and infection control when our office opens sometime in June. We will keep you updated on our website at [www.pressberman.com](http://www.pressberman.com).

Our goal is to **exceed** the standards suggested by the CDC and other governmental agencies and to provide **the safest** environment for our patients, staff, and families.

### Simply Put:

- Heightened infection control including advanced disinfection of the rooms as well as the entire office
- Hospital Grade HEPA filters in every treatment room and business area
- High Speed Suction in all treatment rooms to reduce aerosols
- Plexiglass barrier for the business office
- A reduction in touchpoints
- When possible, paperless communications
- Universal precautions with disposable N-95 or surgical masks along with visors, gowns, head and shoe covers
- Minimal or no contact with other patients

### Before Your Appointment

To ensure patients are arriving healthy, the office will call you before your appointment to review your current health. We will ask you to fill out a short form repeating these questions when you arrive to make sure nothing has changed. This form may be emailed or texted to you prior to your appointment.

We ask that you not bring anyone to your appointment unless absolutely necessary. If you require an escort, please have them drop you off and we will contact them when you can be picked up. If you are bringing a child under 18, we will ask you after they are brought in to the office to remain in your car until we call you to say they are ready to be picked up.

### **At Your Appointment**

As soon as you arrive to our office, call us. You will be asked to wait outside in your car. We will call you to come in when we are ready for you. This will reduce the number of people in the office and decrease the amount of time you are close to other people.

Be sure to wear a mask to your appointment. If you do not have one, please let us know and we will provide one. When you walk in you will be asked to use hand sanitizer and then your temperature will be taken with a temperature gun scanner and then escorted to the treatment room in with your mask.

Inside the office you will notice things that are often touched are missing such as brochures and magazines.

In the treatment room you will be asked to rinse your mouth with a peroxide/water mixture for 20 seconds.

### **After Your Appointment**

You will be escorted to the front desk to very briefly make payment or to make next appointment if needed. We will have confirmed your insurance information on the phone prior to your appointment. We will also ask your intended method of payment.

Thank you for your continued confidence and trust in our office. We will strive to ensure the highest level of patient care and safety.

If you have any questions , please feel free to call us or email us at [pressberman@aol.com](mailto:pressberman@aol.com) . We look forward to seeing everyone very soon.

Respectfully,

Drs. Berman and Press and

Our entire staff!