



Dear Patients, Friends, and our Damascus Community,

During this unprecedented time, we hope you and your family are staying well. This pandemic has affected us all and is one of the biggest challenges we have faced. It will undoubtedly change how we move forward, including how we will practice dentistry.

On May 7, 2020, Governor Larry Hogan and the Maryland Department of Health allowed dentists to resume elective and routine procedures ([link](#)), and we are anticipating our reopening soon. Since our closure in mid-March, we have been working hard to make office upgrades, improve our services, and create new workflows to keep you and our staff as safe as possible, as well as prevent the spread of the virus to the broader community.

We will have a phased reopening over the next few weeks with a limited number of patients in the office at all times. Our front desk staff will contact you to reschedule your previously cancelled appointment.

Before you return to the office, we wanted to share our new practices to protect you by minimizing your contact with staff and other patients. We ask that you respect our policies and acknowledge that physical distancing is key to preventing virus transmission. We know that the virus can be spread through coughing and sneezing. Hand washing will remain a critical preventative measure.

These patients policies will be carried out indefinitely and include:

- **Pre-screening** – Before scheduling appointments, our front desk staff will ask you pre-screening health questions over the phone.
- **Appointment Time Adherence and Arrival** – Please try not to arrive too early as you will not be able to enter until your appointment time. Please do not be late as you will likely not be able to be seen.
- **“In-Your-Car Waiting Room”** – When you arrive, please call the office from your car and we will instruct you on when you can enter.

- **Companion Limitations** – Only patients will be allowed in the operatory. Family members and/or siblings must wait in the car.
- **Mask or Facial Covering Requirements** – All patients will be required to wear a mask or facial covering (scarf/bandana).
- **Glove Removal and Disposal** – Please remove all gloves and dispose of them properly before you enter the office.
- **COVID-19 Health Questionnaire** – A health questionnaire will need to be filled out and signed prior to being seen by a dentist or hygienist.
- **Temperature Checks** – All patients will be checked for fever with a touchless infrared forehead thermometer prior to being seen.
- **Hydrogen Peroxide Pre-Rinse** – All patients will be given a diluted hydrogen peroxide solution to rinse with before their procedures (as recommended by the American Dental Association).

New office practices and changes include:

- Multiple temperature checks of our staff will be taken throughout the day.
- Upgraded personal protective equipment (PPE) will be worn by all staff.
- The office, as well as all touchable surfaces, will be regularly cleaned and disinfected throughout the day.
- The waiting area has been modified to adequately allow for 6 feet of physical distancing.
- All magazines, books, pamphlets, toys, and coffee stations have been removed.
- Plastic sneeze guards have been installed at the reception desk.
- A new office-wide HEPA/UV filtration system has been installed.

We are staying on top of any changes to OSHA/CDC guidelines and will enhance our office space as needed. We appreciate your patience and understanding during this transition time. The health and safety of everyone is our main goal.

If you are not feeling well or just wish to postpone your routine visit at this time, please let the front desk staff know when they contact you. We will be happy to reschedule you at a later date when you are ready. We look forward to seeing you all very soon! Stay safe and healthy!

Sincerely,

Drs. Ambrose To and Sanjay Rajani on behalf of the Damascus Dental Group staff