



We hope this letter finds you and your family in good health. We are pleased to announce that Canela Dental will reopen on Monday May 18<sup>th</sup> for general care. Hygiene appointments will resume on June 8<sup>th</sup>. We have missed all our patients and are eager to resume taking care of your smiles and oral health! We hope that everyone has remained healthy and safe during these uncertain times.

Infection control has always been a top priority for our practice. We already, as a daily practice, assure universal precautions as outlined by CDC and OSHA standards of infection control. Our high standard of care ensures that your trust and safety are never compromised. In addition to existing precautions, we have installed UV Sanitizing Lights to our central AC units. Individual medical grade Hepa air purifiers will also be placed in each treatment room. You will also notice acrylic barriers at our front desk area and additional PPE (personal protective equipment) used by our staff during procedures. We are taking extended measures to further protect all our patients with the following additional protocols:

\*Our office will communicate with you beforehand to ask some screening questions. This Covid-19 questionnaire will be texted.

\*In compliance with the recommendations for public health, anyone with a cough or fever will not be allowed in the office and should stay home. Temperature will be recorded upon entering.

\*Before your appointment, you are not required to, but you do have the option of remaining in your car instead of the waiting room until we are ready to seat you in your personal operator. Simply call us when you arrive, and we will let you know when we are ready for you.

\*Please try to come in with your own personal mask/face covering.

\* For those that need assistance, and need someone coming in with you, we understand. Otherwise, we ask that you come alone to your appointment.

\*Upon entering Canela Dental, you will be asked to sanitize your hands.

\*At the beginning of every appointment, you will be asked to rinse with a pre-treatment anti-bacterial & anti-viral rinse.

\*Additionally, we are requesting you sanitized your hands before returning to front desk.

\*Our reception area will no longer offer magazines or refreshments. It has also been accommodated for adequate social distancing.

\*We will do our best to allow greater time between patients to reduce both waiting times and number of patients in the office.

On a separate note, there will be a \$15.00 PPE (personal protective equipment) FEE per patient every visit. We would like to give you an explanation regarding our updated PPE copayment information.

The main reason dentists must invest in advanced protocols and PPE is because we are among those who have the highest risk of contracting COVID-19.

**THE \$15.00 PPE FEE CONTRIBUTES TO THE COST OF:**

- N95 masks (previously \$0.95, now \$6.00 EACH! 600% increase)
- Dryshield- a suctioning mouthpiece used on patients that can reduce dental aerosols by over 90%
- Pre Treatment Rinse- used to reduce microbes in your mouth that could contain COVID-19
- Stand-alone HEPA Air Purifiers-placed in every treatment
- Air Knight- UV light ionization unit installed directly into the HVAC ducts

Our industry has seen an exponential increase in the cost of PPE and like all small businesses, having to close our doors was very tough on us. We understand the financial impact the pandemic has had on our community and we are in no way insensitive to that. We will work with you to ensure your dental experience SAFE & affordable.

We invite you to contact us if you have questions or concerns. Your opinion is important to us and we are considering all options as we navigate through these uncertain times. We look forward to seeing you again and appreciate your loyalty. To make an appointment, please call

(954)920-6616 or visit [www.smilewithus.net](http://www.smilewithus.net).

Sincerely,

Dr. Dalinda Canela-Pichardo & Team

Canela Dental

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