



### Coronavirus COVID-19 Update:

#### **Welcome Back!**

All of us here at Lerner and Lemongello Dentistry want to welcome you back to our office. Our team of dedicated dental professionals is committed to providing a safe and healthy environment and takes pride in providing you the highest level of care and safety for our patients, their families and our staff.

Drs. Lerner and Lemongello have been actively following the progression of the Coronavirus (COVID-19) outbreak and have developed a plan to help keep everyone safe. Drs. Lerner and Lemongello have been working tirelessly in collaboration with the recommendations of the Centers for Disease Control (CDC), the American Dental Association (ADA) and the Florida Department of Health (FLDH) to create the safest, healthiest environment for you and your families upon your return to our office.

We want to assure you of how seriously we have taken the current situation and that your safety and well-being continues to be our top priority and always will.

We want to advise you on some of the enhancements we have made to improve our all ready state of the art office. Some of the enhancements you will see:

- The most obvious is the custom-made glass barrier in our front reception window and that surrounding the front office reception desk when checking out.
- All Personal Protective Equipment has been upgraded for the staff and doctors to ensure the safety of our professionally trained staff and to provide cross contamination protection to you and your family.
- N95, KN95 and level 3 protective masks, disposable gowns, Face shields and designated office clothing that is laundered in house.

There are other enhancements that are not as obvious but just as important for you to be aware of. We have instituted the most enhanced sanitizing technology available with multiple layers of redundancy and higher specifications than what is required to ensure your protection.

- We have upgraded our HVAC system with the latest air purifying technology including HEPA filtration and UV-C light technology to purify the air quality of the entire office.
- Secondary air filtration is provided in each treatment room with the addition of the highest rated individual HEPA UV-C filtration units available rated to purify up to 400 sq ft in a treatment room that is only 100 sq ft.
- Finally a state of the art personal high volume Dental Aerosol Suction Device is being utilized during aerosol producing procedures to reduce aerosols being introduced to the surrounding area, which prevent contact with our patient, the doctor and staff. This unit can purify the air in the entire room on its own but has been added to provide the maximum protection.

All together this personal aerosol unit, the secondary room unit and the whole office HVAC unit, will provide the highest level of air purification available.

Disinfection of the entire physical facility is also our top priority. In order to accomplish this, we have instituted the most advanced sanitizing UV-C technology with CDC and EPA approved chemical disinfectants to safeguard and protect your health, your family's health and the health of our staff.

- During office hours all door handles, light switches, countertops and many others surfaces are physically wiped down or sprayed with approved liquid disinfectants.
- After business hours, individual UV-C light fixtures strategically placed throughout the office are utilized. These fixtures are rated to sanitize 600 sq ft each. To ensure total disinfection of the office, a total of 6 lights are being used to achieve complete disinfection, which is more than required but will provide maximum protection.
- These lights kill bacteria and viruses by damaging their DNA and cell wall rendering them harmless and unable to reproduce. These lights are utilized every night after hours to ensure maximum safety and disinfection.

We have instituted new advanced protocols for all patient visits. We made these changes to help protect our patients and staff.

- Our office will communicate with you beforehand while scheduling your appointment to review all our new protocols. This way we can ensure your safety and comfort.
- We will ask some screening questions during scheduling. You'll be asked those same questions again when you are in the office.
- We are asking only those patients that have an appointment to present at the office.

What to expect before, during and after your arrival to the office is as follows.

- Once you arrive and are in the office parking lot, we ask that you call our office at 561-627-9000 to announce you have arrived. Please wait in your car until we call you back and ask you to make your way to the front entrance. Please bring only necessary personal items with you to the office such as car keys. The fewer the items the better. You will not be able to enter without an employee escort. A mask is required for entry.
- For those needing assistance we ask that your assistant escorts you to our office. Once you have been greeted, the escort may return to the car to wait and we will communicate with them when to return to pick you up.
- Once you are escorted into the office you will be asked the wellness questions as before. Your temperature will be taken and all necessary paperwork and consent forms will be processed electronically without contact between yourself and the team member.
- All personal items will be placed in the personal collection bag provided by our staff member.
- We have hand sanitizer and other protective equipment that we will ask you to use when you enter the office.
- You may see that our waiting room is no longer in use. Our goal will be to take you directly back to our treatment room.

We ask that you arrive to your appointment 10 minutes prior to your scheduled time. We are limiting the number of patients we see daily to leave adequate time for thorough disinfection between patients. If you arrive late you jeopardize our ability to see you for your appointment and you will be rescheduled.

- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce possible waiting times for you, as well as to eliminate multiple patients in the reception area at any one time.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice.

Thank you for being our patient. We value the trust and confidence you place in us, and look forward to welcoming you all back to our practice.