

Dear patients:

Amid increasing concern about the coronavirus COVID-19, our top priority is the health, safety, and well-being of our patients. As your trusted health care provider, Extraordinary Smiles is taking all measures to limit the outbreak of this pandemic illness. As a true community partner, we are committed to keeping our patients informed, safe and healthy.

Please note that our office follows universal precautions and infection control protocols as authorized by the Centers for Disease Control (CDC) and American Dental Association (ADA).

For the safety of our patients and staff we will only be scheduling emergency patients for next two weeks. We anticipate resuming our normal business hours starting Monday March 30, 2020. This is subject to change as the news of COVID-19 develops.

It is important to note that we will be answering phones during normal business hours. To schedule an appointment or if you are experiencing any discomfort or pain, please call our office immediately at 610-799-0600.

We want to assure our patients that our practice is taking this emerging situation very seriously. We are implementing following for your safety and to ensure we can continue providing the care our patients need.

1. We will be taking temperature readings as part of their routine assessment of patients before performing dental procedures.
2. We will have all our patients rinse with a 1% hydrogen peroxide solution before each appointment to reduce the number of microorganisms in the mouth.
3. We are screening patients for travel history and signs and symptoms of infection.
4. We are asking all our patients to sanitize and/or wash their hands upon arrival for their appointments.
5. We will not be sitting patients in our waiting room. We kindly ask our patients to check in at the front desk upon arrival for your appointment and wait in their vehicle to eliminate exposure prior to the appointment. We will call your mobile phones when the operatory is ready.
6. We will continue to follow universal precautions and infection protocols by donning PPE (Personal Protective Equipment) such as masks and hand gloves, sterilizing all dental instruments, and sanitizing operatory before and after each

appointment. Additionally, we are sanitizing and disinfecting general areas frequently including door handles, chairs, bathrooms, pens etc.

We are closely monitoring the situation with COVID-19. We will keep all our patients updated following recommendations of our government and other health organizations. You may visit our [Facebook page](#) to receive the latest update on the office.

Extraordinary Smiles puts patients first. Your safety and well-being is our top priority. We will continue to take every measure to help reduce the spread of COVID-19.

We appreciate everyone's patience and cooperation during this uncertain times. Thank you for placing your trust in us. Please do not hesitate to reach out to our office if you have any questions or concerns.

Stay safe and healthy,
Extraordinary Smiles Team