

Date _____



Dear Valued Patient,

We hope that this letter finds you and your family in good health. Our community has been through a lot in the last few months, and all of us are looking forward to resuming our appointments for you. While many things have changed, one thing has remained the same at our office: our commitment to your health and safety.

Infection control has always been a top priority in our practice, and you may have seen this during your visits in the past. Our office follows infection control recommendations made by the California Dental Association, the U.S. Centers for Disease Control and Prevention, and OSHA. We closely follow the activity of these agencies so that we are up to date on any new guidance that may be issued.

We have incorporated some important changes to help protect our patients and staff. For example,

- Our office will communicate with you within 48 hours before your appointment to ask the COVID-19 screening questions. You will be asked these questions again when you arrive at your appointment.
- Please wear a mask when you arrive at your appointment. If you forget, we will provide one for you.
- We have hand sanitizer located throughout the office
- Your temperature will be taken and recorded when you arrive.
- Appointments will be managed to allow for social distancing and we appreciate your understanding.
- Right now we will have very limited appointments on Fridays and we cannot offer teeth cleanings on Fridays. This may change in the future.
- Our office is now open Mon-Thurs 7:30am-4:40pm

Should you have any questions please call us at 408-252-5575.

We look forward to seeing you soon,

Sincerely,

Dr. Cutler, Dr. Grundmann, and Team

COVID-19 Office Upgrades

Front Desk Barriers

- Screening of all patients, at every appointment, to safeguard against suspected infectious patients.
- Installation of plexi-glass shields to establish a physical, “Engineering” barrier to protect both you and our Team from close contact with each other.

Molekule Air Purification System

- Placement of the “Molekule Air Purification” system units in each Treatment Room. Check out molekule.com for the information on this cutting-edge technology of destroying bacteria and viruses from the air. This will purify the air from the potentially infectious aerosol being generated as we perform your cleanings and restore your teeth.

UV Purification of HVAC

- Installation of a Fresh-Aire UV whole office air purifier. This will provide a UV-light system in our office HVAC central air system. This will allow for the disinfection of the ventilation system for the entire office, so whatever germs the Molekule Air purifiers don’t kill in the treatment rooms, this Fresh-Aire UV System will kill those and help ensure that the whole office has purified air to breathe.

Water Line Sterilization

- The water lines in our operatories use distilled water, not San Jose Municipal Water Supply, so they are already self-contained and purified. But we also have performed a “Shock” treatment to disinfect those lines and installed in-line filters to continuously purify the water being deposited into your mouth.

Additional High Speed Evacuation of Aerosols

- You will notice extra suction lines being used by our Assistants and Hygienists to help us minimize the amount of aerosol being expelled from your mouth as we work. The less aerosol that we expel into the air, the less mitigation procedures we have to worry about to disinfect the air and any surfaces the aerosol may touch.

Hospital Grade Disinfectants of all Patient Contact Surfaces

- We have upgraded the product that we use to disinfect all the “patient contact” surfaces. The product we were using was approved by the FDA for killing all the germs we normally encountered in our office, but it does not kill the coronavirus so we have upgraded to hospital-grade, intermediate high-level quaternary ammonium product called DisCide. It kills the coronavirus in 30 seconds!

Upgraded Personal Protective Equipment

- Finally, the most obvious difference you will notice is all the extra Personal Protective Equipment (PPE) we will be wearing. We will be wearing N95 masks and face shields for almost all of our appointments with you. We’ll also have different protective gowns to cover ourselves. So we will look different on the outside, but it’s still the same friendly health care providers underneath it!

Increase Use of Plastic Surface Barriers

- The “patient contact” surfaces mentioned above are all the areas of the office a patient could come in contact with, like the chair, countertops, and X-Ray machine. You will notice we will be covering as many of these surfaces as we can with plastic barriers. The more we can cover and protect, the less we have to disinfect.

COVID-19 Office Upgrades

- Front Desk Barriers
- Molekule Air Purification System
- UV Purification of HVAC
- Water Line Sterilization
- Additional High Speed Evacuation for aerosols
- Hospital grade disinfectants of all patient contact surfaces
- Upgraded Personal Protective Equipment
- Increase use of Plastic Surface Barriers