

Dear valued Harbour Dental Care patient:

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

**Infection control has always been a top priority** for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the **American Dental Association (ADA)**, the **U.S. Centers for Disease Control and Prevention (CDC)** and the **Occupational Safety and Health Administration (OSHA)**. We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff.

Updated Office Safety Protocol and New technology installations:

- Please **arrive 15 minutes prior** to your appointment and wear your own mask to the office.
- We will be requiring each patient to fill out a COVID19 related **screening questionnaire** and have your forehead temperature taken with a **contactless thermometer** at our new **check in podiums** when you come to the office.
- To help with social distancing, **only 3 people will be allowed to be in our lobby** at any given time. If there is no additional room you may wait in your vehicle or outside until you are called back in for your appointment.
- We have **hand sanitizer** that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed. We also have a bathroom in the lobby that you may wash your hands. In addition, you will be asked to do an **oral rinse** with hydrogen peroxide prior to treatment.

- We use disposable plastic barriers and **hospital grade surface and equipment disinfectant** products that are virucidal in 30 seconds, bactericidal in 1 minute, and broad spectrum in 10 seconds. They are high on strength, but low on toxicity.
- **Appointments will be managed** to allow for social distancing between patients. That may mean that you're offered fewer options for scheduling your appointment.
- We will *do our best* to allow **greater time between patients** to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time. Please keep in mind that you may check in and then **wait in your vehicle** as well.
- You will also notice **Plexi-Glass Sneeze Guards** at our front desk areas. These help protect our team from any accidental coughing or sneezing.
- High efficiency **H13 True HEPA air filtration** systems (.1 micron) to remove any unwanted particles, even viruses like COVID19 (.12 micron) that could be airborne (aerosols).
- We have ordered **Dry Shield intraoral isolation / suction** units that help reduce aerosols by 90%.
- Our team will be wearing additional **Personal Protective Equipment (PPE)** like N/KN95 masks, Surgical masks, Plexi-Glass shields, Plastic Barriers, Air Filtration to reduce aerosols, nitrile gloves, eye protection, custom face shields, rubber shoes, hair coverings, and disposable gowns during appointments.
- **Due to the increased need and additional cost of the PPE, our office will be collecting a nominal fee of \$20 to cover a portion of the expenses.** For your convenience, we will submit the PPE fee on your behalf to your insurance carrier to attempt to get coverage. There is no guarantee that insurance will reimburse since these precautions and protocols are so new.

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. To make an appointment, please call our office at 904-220-7800 or visit our website at [www.harbourdental.care](http://www.harbourdental.care).

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Kevin W. Snyder D.D.S.  
Julio A. Sixto D.M.D.