



Dear Patient,

We hope this message finds you and your family in good health. As we prepare to reopen, we would like to update you on how Biddeford Saco Dental Associates will continue to provide care while navigating the pandemic. **The health and safety of our patients and staff remains our top priority.**

We remain committed to following the infection control guidelines made by the American Dental Association (ADA), the U.S. Center for Disease Control (CDC) and the Occupational Safety and Health Administration (OSHA). However at your next visit, you will notice some additional protocols that are being implemented to keep everyone as safe as possible.

- **Universal masking:** All BSDA staff members and patients are required to wear masks in all common areas. We kindly request that patients bring their own.
- **Screening for BSDA Staff:** Daily screening procedures will be mandatory for all staff before they can begin their workday.
- **Screening for Patients:** Prior to appointment, our office will communicate screening questions. At the time of your appointment, we will be taking temperatures and providing hand sanitizer before entering the clinical areas.
- **PPE and Cleaning:** In addition to our standard equipment, all providers will be wearing N95 or equivalent masks. While every treatment room is always thoroughly cleaned between patients, the non-clinical areas will now be cleaned on a regular schedule as well.
- **Appointments:**
 - Patients are asked to come alone unless a guardian or helper is required.
 - Lengthening of appointments – this may lead to fewer options.
 - Please keep social distancing in mind in common areas.
 - Optional check-in via cell phone from car in parking lot.
 - Please do not arrive more than 5 minutes prior to appointed time.
 - Will be using the **entire** building to promote social distancing.
- **Online Documents:** We encourage all patients to use the online forms tab on our website to update information whenever possible.
- **Reception:** We will no longer be offering magazines or children's toys as these items are difficult to sterilize. We will be limiting seating options to ensure proper social distancing. Doors will remain open to limit use of handles.

Again, we are fully committed to delivering the safest conditions possible for our patients and staff during these difficult times. Your confidence in the care we provide is of the utmost importance to us. Thank you for your understanding and cooperation as we implement these new policies.

We look forward to seeing you again soon!

- The BSDA Team