

Dear Patients,

I would like to thank all of you for your patience and support during these difficult times of the COVID pandemic.

As of May-8 2020, per the **AMERICAN DENTAL ASSOCIATION** and **FLORIDA DEPARTMENT OF HEALTH's** latest news update, all Dentists in Florida are recommended to start **ELECTIVE DENTAL PROCEDURES** at 25% of our normal routine scheduling.

Our office will now be open to see patients for Dental Emergencies and for elective Dental treatment from May-18, 2020.

The office will be open from 8 am to 6pm on Monday, Tuesday, Thursday and Friday every week and patients will be seen strictly by **APPOINTMENT ONLY**.

Please note that we will be following the CDC (Center for Disease Control) and OSHA (Occupational Safety and Health Administration) infection control strictly for the safety of our patients, employees and our community.

We have installed a couple of HEPA Air purifiers which are medical grade and are certified to remove 99.5 % particulate matter in the office to reduce aerosol. We have installed a sneeze guard to check in and check out patients. We have multiple hand sanitizer dispensers at easy accessible areas. We request the use of hand sanitizer upon entering and exiting the office. We have equipped our restrooms with all necessary safety measures. We sanitize and wipe down all high traffic areas door handles, countertops, dental operatories thoroughly after every patient. We have eliminated the use of our reception area for the time being to maintain social distancing.

Please see below some new guidelines we will be following in scheduling patients.

1. As we are still maintaining social distancing and following all CDC guidelines for safety, we are only able to accommodate 6-8 patients on the dentist and hygiene schedule each day for the first few weeks.
2. We encourage all patients to understand that we can only accommodate patients on the schedule, depending on the urgency of need for dental treatment. We encourage patients due for routine care like dental annual exams and cleanings to schedule their visits in June-July.
3. **PRE SCREENING** prior to and day of appointments. Our office staff will communicate with patients before the scheduled appointment with screening questions. During this call our coordinators will manage all financial obligations so that patients will not need to spend additional time at the office. We will email the questionnaire and consent forms to you to sign. We will provide pens to do the paperwork but also encourage to bring your own if desired.

4. We ask scheduled patients to call us when they reach our office so we can open the door for them. We will meet patients at the front entrance and take their temperature and pulse oxygen to ensure the absence of fever and escort the patient directly to the treatment room.

5. We will be charging a small fee of \$20 per visit for Infection control protocol for every appointment for a few months due to COVID. This fee is approved by the American Dental association taking into consideration the shortage, difficulty and financial burden to acquire Personal Protective Equipment (PPE). Currently, only a few PPO Insurance plans are providing partial reimbursement for the above fee as part of the patients' benefits of coverage.

6. We would like to eliminate last-minute cancellations and no-shows on our schedule as there are a lot of patients waiting to be seen. Our office will be charging an upfront fee of \$50 per hour appointment slot to block the time slot for your appointment. This charge will be applied to the co-pay of your treatment when you complete the procedure.

If a patient does not show up for the appointment or cancels without 48 business hours notice, they will forfeit the upfront fee paid.

7. All the copays for the treatment planned for the visit need to be paid on the day of service or prepaid when scheduling the appointment. Due to COVID hardships, we are unable to make any delayed payment arrangements for co-pays.

I encourage patients to leave a voicemail with their name and phone number, so we can call them back if our phones are busy. If you have to reach me after office hours or on the weekends, please leave a voicemail with your name and phone number, I will call back at my earliest convenience.

Please stay safe and healthy. Thank you all for your patience and support.

Sincerely,

Dr. Anala Panchumarti