



 (856) 818-9998
 (856) 318-7642

 iSmile@ismiledentalarts.com
 www.iSmileDentalArts.com

Dear valued patients,

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.

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

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- We have made changes to our clinical schedule to allow for no reception room waiting time for our patients. When you arrive, please call the office to let us know that you are here. We will instruct you when your treatment room will be ready so that you can bypass the reception area.
- Please do not bring family members without appointments to the office.
- We will ask everyone to wear a face mask upon entering the office.
- Hand sanitizer is available throughout the office. Our team members will kindly ask you to use when entering the office.
- We will take your temperature and measure your oxygenation level once you arrive. We do the same every morning for the entire team members.
- We have an anti-microbial rinse that we will ask you to use prior to any treatment.
- We have incorporated more HEPA purifying units with high efficiency rating to help in protection against airborne disease transmission throughout the office.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.

If you have symptoms of COVID-19 or have been told by a healthcare provider to stay home from work/school (prescribed isolation) please call the office to reschedule your appointment.

While there is no vaccine or cure for the virus, maintaining overall health and wellness is important in a strong and resilient immune system. Dental disease, including gingivitis, periodontitis, cavities and dental infections can create stress on your immune system. We strongly urge our patients to comply with preventative and treatment recommendations.

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 856-818-9998 or visit our website at www.iSmileDentalArts.com

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

Sincerely,

Dr. Kassem and Team

 368 Berlin Crosskeys Rd, Williamstown, NJ 08094