



May 31, 2020

Dear Parent,

We hope this letter finds you and your family in good health. We are excited to announce that we are re-opening the practice on June 1, 2020! We have missed seeing our little friends. Our community has been through a lot over the last few months and weeks, and as we re-open, one thing has stayed constant: Safety of our patients, and our team members, while providing the highest level of oral health care for your child.

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 your child receives 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 team members 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 have met and exceeded all the recommendations issued by these governing agencies.

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

- Our office will communicate with you beforehand to ask some COVID screening questions. You will be asked those same questions again when you come for the appointment. We will take the temperature of all patients, and caregivers accompanying the patient.
- Currently, we are asking only ONE parent/ caregiver for children under 6 years of age to accompany the child inside the clinic.
- If your child is over the age of 6, you can send a smart phone with Facetime/Zoom to see how your child is doing during the appointment. We can help you walk through the process on your phone. If your child is fearful of going alone, please call ahead, so we can accommodate your request on a case by case basis.
- After each appointment, if the parent is not present with the child, Dr. Ramaswami or your hygienist will call you to discuss your child's dental visit.
- **All patients over 2 years of age, and all caregivers accompanying the child MUST wear a facemask.** For the safety of all our patients, we reserve the right to deny entry to our clinic if parents or children do not wear masks to your child's appointment. Masks can be removed only when your child is in the treatment chair. Due to shortage of PPE, we will not be able to provide a facemask, and for the safety of all patients, we may reschedule your child's appointment.
- **We ask all of you to please respond via phone, email or text by confirming your child's appointment 10 days before the appointment** when you receive reminders.

- We ask that all paperwork, including update of medical history updates, insurance updates, co-pay payment be completed online through our website, ahead of the appointment, to minimize the wait time, and amount of people in the office at the same time.
- 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.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, chairs placed six feet apart, limiting people in the waiting room and signs through the office for maintaining social distancing.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We are doing a soft opening for the first 2-3 weeks in June to see how best we can accommodate all the new normal with minimal wait times for your child.
- Currently, we have 1500+ patients who missed their dental preventive care appointments during the months of March, April, May. If your child is not experiencing any dental pain, we will be re-scheduling them automatically, for a cleaning and preventative checkup in the months of September and October, adding additional work days to accommodate those patients.
- If you want your child to be seen sooner than their 6 months appointment, or has urgent dental needs, please email us at [office@mydiscoversmiles.com](mailto:office@mydiscoversmiles.com) with your
  1. Child's name, date of birth
  2. Nature of the dental problem
  3. A picture of the tooth (taken with your phone)
  4. Parents name and cell phone
  5. Best way to contact- Email/ text/ phone
- We will be employing Tele dentistry to screen most of our emergency patients, so the clinical team members are ready for the procedure, to minimize wait time for your child, and get them out of pain.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep your child, and every child, safe in our practice.

Please visit us on our web at [www.mydiscoversmiles.com](http://www.mydiscoversmiles.com) and follow us on Facebook <https://www.facebook.com/discoversmilespediatricdentistry> for updates.

We, as a small business have been shut down for closer to 3 months as per the Governors executive orders, while open only for emergencies. As we resume our business, we ask for your patience and commitment in supporting us as we start to rebuild our team, and processes. We were very fortunate all through the shutdown for your understanding as you reached out to us regarding your child.

We value your trust and loyalty you have placed in us for caring for your child, and look forward to welcoming back our patients, neighbors, parents and friends.

Sincerely,

Neeru Ramaswami DDS, MS, MPH, FAPD  
 Certified, American Board of Pediatric Dentistry  
 Certified, American Academy of Laser Dentistry