

May 26, 2020

Dear 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. Such as:

- Our office will pre-screen each patient prior to their appointment.
- We have a new updated health history form that we want you to fill out before your appointment day. Please download the forms from our website at [www.ucidds.com](http://www.ucidds.com).
- We ask that you stay seated in your vehicle and call the office upon arrival. Our staff will have you fill out a wellness form and take your temperature prior to entering our office. Please wear a mask when you enter our office. Mask is expected to be worn at all time in the office except during treatment.
- 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 no longer offers seating, magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- 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 will do our best to allow greater time between patients to reduce waiting times for you.
- Should you develop any signs and symptoms of COVID-19 within 14 days of your appointment, please inform us.

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. Our office re-opening will be on Tuesday, June 2nd. To make an appointment, please call our office at (510) 489-6900 or email us at [frontdesk@ucidds.com](mailto:frontdesk@ucidds.com).

Thank you for being our patient. We value your trust and loyalty and look forward to seeing you at our office.

Sincerely,

Dr. Witanto and staff.