

May 7, 2020

To our patients,

As many of you probably know, yesterday Governor Hogan announced that we will be able to resume elective medical procedures. He directed the Department of Health to issue guidelines for us to follow to maintain the safety of medical workers and patients.

This is good news. As a result of the new guidelines published by the Maryland Department of Health, the CDC and OSHA, we will be changing how we see patients at the office. I will summarize the changes below, but please feel free to contact the office directly with any questions or concerns. We are taking additional precautions with patients that are in the highest risk category due to their age or pre-existing medical conditions.

Note that private practices do not have the necessary facilities to treat any patients that have COVID-19. We are able to offer virtual appointments, which are also called Teledentistry, for those patients that are medically unable to be present in the office. To schedule a virtual appointment, please contact us directly at 301-972-1400. In the future, you will also be able to request a virtual appointment on our website.

Waiting Room Changes

The waiting room and clinical schedule have been set up to promote social distancing. The goal is to have as few people as possible in the waiting room. We would like to escort patients to the clinical area as close to their appointment times as possible. Once you arrive in the parking lot, please call us so that we can best coordinate when to have you enter the waiting room. We will also contact patients if the schedule happens to be running late.

Forms and Paperwork

We have copies of our forms available for download on our website. We can also send the forms electronically ahead of your appointment. This will further reduce time spent in the waiting area and streamline appointments to promote social distancing throughout the practice.

Screening of Patients and Team Members

We will be screening all patients before their appointments using a pre-appointment interview and by taking temperatures. The intention of the interview is to verify that patients are well and are not exhibiting symptoms of COVID-19. We will be able to provide teledentistry for COVID-19 patients until they are well enough to come in for an appointment. If you are ill, please call us to discuss your illness before coming to the office.

Personal Protective Equipment

In addition to the staff wearing PPE, the Maryland Department of Health is requiring that all patients wear a face covering whenever possible. We would like patients to bring their own face covering or mask and wear it once entering the building and within the office. Once you are seated within the operatory then you may remove it. Then you will have the opportunity to wash

your hands and we will have you rinse with an antiseptic mouthwash. Of course, we will be wearing masks and PPE in the operatories as usual.

Patients at High Risk

We will provide appointments for higher risk patients at times when there are fewer people in the office. These patients are not necessarily ill but may have a greater risk to their health if they become ill. If you are at higher risk because of your age or preexisting medical conditions, then please bring it to our attention when you call to schedule.

Teledentistry

We will be providing virtual appointments through a service called TeleDent. They provide a HIPAA-compliant portal for communication between the patient and provider and live video conference appointments as well. Patients can also upload photographs, X-rays from other dental offices or documents to the portal for review by the doctor. We believe this service will expand our ability to screen high-risk patients as well as provide services to patients who are ill and are not able to come to the office. If you would like to schedule a virtual appointment, please call the office at 301-972-1400 .

I hope you are all doing well and am looking forward to seeing you soon!

Sincerely,

Adam Vitelli, DMD