
PALUMBO FAMILY DENTISTRY

Charles H Palumbo DDS, PC, FAGD

May 29, 2020

Dear Patient Family:

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 care and 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 at Palumbo Family Dentistry to keep you and our 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. 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.
- You will be asked to enter our new patient check in area before proceeding to our waiting room. We will have hallway signage to direct you
- 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 and other printed materials, 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, as well as to reduce the number of patients in the reception area at any one time.

Your safety and the safety of our staff has always been our top priority. Here are some of the steps we are taking to keep everyone safe.

- Air filtration in all common areas and clinical rooms
- Use of all recommended and required PPE
- Upgraded suctions during aerosol creating dental procedures

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 269-964-7557.

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 Palumbo & Staff

A handwritten signature in black ink, appearing to read "Dr. Palumbo", written in a cursive style.