

5/18/2020

To our valued patients,

We hope that this letter finds each and every one of you safe and in good health. Since we closed our doors in March to comply with restrictions due to COVID-19, we have continued to be available to our patients for dental emergencies, while taking all necessary precautions to keep everyone safe. The Massachusetts Dental Society has advised that as phase 1 starts, we are directed to continue treating emergency and soon to be urgent cases. We will now have more consistent hours, and will be available either onsite or remotely to answer any of your questions or address your dental issues. We will be prioritizing urgent issues and those that can be addressed with minimal risk to patients and staff.

We have made several changes to our office, in the form of new infection control equipment, air purification systems, and strict new protocols. Per recommendations from the state, we will be starting with limited staff and only high priority (determined by urgency) patients. Your experience in our practice will be different from what we've all been used to. Patients will be waiting in their cars until their provider is ready for them to minimize time spent in our waiting room. Extensive health screening will be performed daily for every patient as well as our staff. Techniques that produce the least amount of aerosolization will be prioritized to minimize risk. Your health and that of our employees is of utmost importance.

As you may suspect, we have several patients whose appointments have been cancelled over the past few months. We apologize that we haven't been able to see those people and will do our best to address the needs of all our patients, however we have been mandated to start operations on a limited basis. As allowed, and when it is safe to do so, we will be increasing our capacity of patients and procedures. If you feel that you have an urgent dental need, please reach out to us and we will be sure to address your issue.

Be well, take care of yourselves, and we hope to be able to see you soon,

Dr Duong, Dr Katz, and the staff at Pleasant St Dental