

WELCOME BACK TO CONVIVIAL DENTAL

Keeping you and your smile healthy as we move forward with covid-19

We look forward to welcoming you back to the office! Thank you for placing your trust in us. Your health and safety are our top priority.

As always, we follow strict OSHA and CDC guidelines for disinfection and sterilization. We have been very busy getting the office ready for your return. We have introduced MANY new technologies along with HIPAA compliant virtual platforms for patient communication and have enhanced our infection control training and OSHA manual.

YOU WILL EXPERIENCE A FEW CHANGES WHEN YOU COME BACK TO THE OFFICE:

- Transparent barriers at the front desk
- Surgically clean air filters with total office air re-circulation every 15-30 minutes
- Additional protective gear with Face Shields over our masks and surgical gowns
- New attachments for High Speed Suction units- DRYSHIELD and XUCTION technologies
- New over-the-patient plexiglass interface barriers for certain procedures
- Game area will have no toys but all the TVs will still be functional & magazines will not be available
- To limit people in our reception area: Our new waiting room will be your car – our “**Virtual Waiting Room**”
- Hand-sanitizing stations in the waiting room & clinical bay areas
- We ask that patients brush their teeth at home prior to arrival for appointment
- Tooth-brushing station has been “transformed” to hand hygiene & pre-treatment mouth-rinsing station
- Offering Telehealth: secure HIPPA-private Virtual Appointments for dental consults, screenings and progress checks

APPOINTMENT SCHEDULING:

We are anxious to see you and we understand your request to be seen as soon as possible. We appreciate your patience as we navigate this new environment and catch up on 10 weeks of patient care. We will be reducing the number of patients in the office and will need to adjust our schedule. We will be calling you to reschedule your appointment as soon as possible.

In compliance with the phased re-opening guidance issued by the Massachusetts Department of Public Health, our scheduling will comply with all applicable laws and regulations for appropriate clinical procedures.

WHEN YOU ARRIVE FOR YOUR APPOINTMENT:

- Please **reschedule your appointment** if anyone in your household has been sick in the last 2 weeks.
- When you arrive, remain in your car. Please use your phone to go to text 888-730-5071 to check into our virtual waiting room. We will let you know when we are ready to see you (please call 617-735-0800 from your car only if the texting service is not functional).
- Adults may come to their appointments with no companions. Children and teenagers may come with one companion.
- Please enter the office wearing a **mask**.
- When you come into the office, you will fill a brief health questionnaire and **we will take your temperature**.
- We will direct you to **sanitize your hands**
- We will ask that **only the patient enters the treatment room** area (except for younger children)
- The check-out process remains the same. We request that you provide a **credit card, to be on file** for charging any co-pays
- Please **notify us** if anyone in your household develops a fever in the 48 hours following your appointment.

PLEASE EMAIL US AT CONVIVIALDENTAL@COMCAST.NET OR CALL THE OFFICE AT [617-735-0800](tel:617-735-0800) WITH ANY QUESTIONS
DETAILS ABOUT OUR NEW TECHNOLOGIES AND PROTOCOLS WILL BE POSTED ON OUR WEBSITE CONVIVIALDENTAL.COM

We look forward to seeing you and continuing to create beautiful, healthy smiles!

Drs. Carstos, Khera, Murray, Zavras & Team

