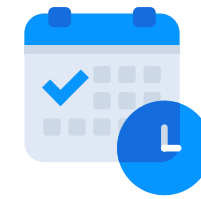


UPDATED INFORMATION & NOTICE OF OFFICE CHANGES FOR COVID-19:

With heightened awareness to COVID-19 & beginning the process of re-opening, we understand that our patients may have questions. As your Dental Healthcare Provider, we want to assure you on our diligent efforts to protect the health & safety of you, our staff, & the communities we serve. Our offices have always exceeded the standards for infection control, but returning to the office, you will notice new policies & routines. Every guideline, policy, & protocol we now have in place is to ensure both your safety & ours. Because, we are in this together, Destiny Strong. We want you to know every effort implemented is recommended by the ADA, CDC, & OSHA. We are continuing to closely monitor and will post updates regularly, like this, to inform any changes.

CHANGES TO EXPECT FOR PATIENTS:

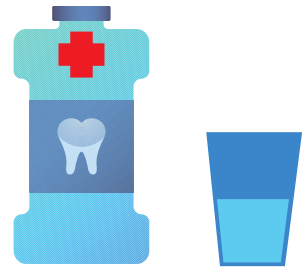
1. **Screening:** When making an appointment, you will be asked a series of COVID-19 related questions & will also be provided new check-in instructions for your appointment.



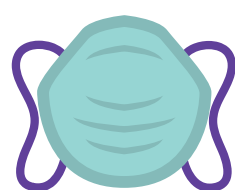
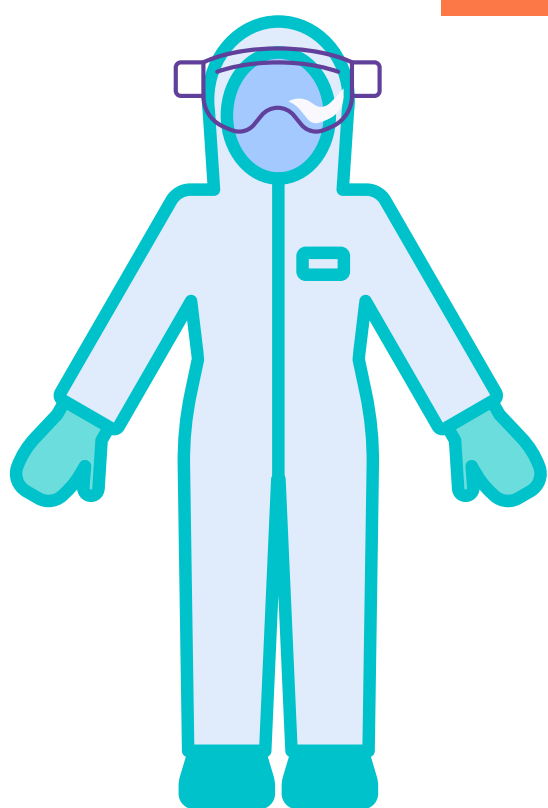
2. **Check-in Procedures:** We will ask you to wear a face mask. At your arrival to the office you will have been provided instructions on how to check-in safely & will include but not necessarily in order; meeting at the front door, temperature taken, additional screening questions/survey taken, designated a waiting area practicing social distancing, limited persons per appointment, & hand washing/sanitizing protocols.



3. **Dental Treatment:** You will be safely guided to your assigned & strictly prepared treatment room. Then, where you will be asked to rinse with a 1% H₂O₂ (hydrogen peroxide) oral antiseptic. After rinsing for 30-60 sec. will be seated & prepared for doctor and/or treatment.



CHANGES TO EXPECT FOR STAFF: (includes doctors, managements, clinical & front office members)



All staff members will be going through a COVID-19 Screening Process daily, which includes temperatures taken, symptoms screened (visually & questioned), as well a contact history.



Staff members have been issued an enhanced and detailed COVID-19 protocol for office guide, in which all have agreed to follow thoroughly, step-by-step ensuring their safety & yours. Alongside, with reinforced training to ensure these adequate practicing habits. These protocols & additional detailed training will be displayed throughout your visit and overall office environment.



PPE: You will notice our staff members are wearing additional protective gear such as masks, eyewear and/or face shields, jackets, & gowns. PPE does not leave the office & staff change when arriving and leaving the office. This includes, both front desk & clinical members.

Our staff have always and will continue to practice proper hand washing & sanitation routines.



ENVIRONMENTAL CHANGES THROUGHOUT THE OFFICE:

- Sneeze guard at front desk
- Social Distancing, including marked areas in the waiting room
- Extensive disinfection protocols of all surfaces such as doorknobs & handles, chairs, pens/pencils, counter-tops, clipboards, etc.
- Removal of any items such as brochures, waiting room toys, displays, & any items that could result in multiple persons touching the same item.
- New check-in processes avoiding revisits to front desk

