



To Our Dental Family:

We hope that you and your family and friends are staying healthy and in good health. We are gearing up to reopen our practice in the very near future. We wanted you to know what your appointment status is and also wanted to let you know about the precautions we are taking to ensure your safety, as well as our team's safety. While many things have changed, one thing has remained the same: our commitment to your 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 is both safe and comfortable.

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.

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.
- Please call to check-in once in the parking lot and kindly wait in the car. We will notify you when we're ready to seat you.
- Please wear your own personal mask upon arrival.
- Patient Screening: prior to and upon arrival, including temperature check at arrival.
- 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.

We understand that some of these changes may pose some slight inconvenience and involve more time. We thank you for our understanding and cooperation with these changes so we can keep our community safe and healthy.

The California Shelter-in-Place order has been extended to 5/31/2020. For our patients who have an upcoming appointment in May/June, we will be sending out an email, text or phone call shortly regarding your appointment status. 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 (408) 270-6301.

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. Chen and the Aborn Family Dental Staff



# COVID-19 PROTOCOLS

KEEPING YOU HEALTHY WHILE  
KEEPING YOUR SMILE HEALTHY

OUR NEW LOOK WITH PROTECTIVE GEAR



Please wear Masks before you enter the office.



Please use hand sanitizer when you enter the office.



We will ask some screening questions relating to the COVID-19.



Leave your cell phone number and wait in your car instead of waiting room.



No longer magazines, children's toys, coffees in the waiting room.



Only patients with appointments and one guardian permitted into the office.



We will measure your temperature and ask you to gargle with 1% hydrogen peroxide.



Social distancing in effect maintain 6 feet of distance at all times.



Please allow us enough time for enhanced disinfection between patients.



Please reschedule if anyone in your household has been sick in the last 2 weeks.