

July 7th, 2020

Aloha to All,

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 we were happy to be able to reopen our office in May and take care of our patients. While many things have changed, one thing has remained the same: our commitment to your safety and the safety of our staff members.

Due to the recent dramatic spike in cases of COVID-19 in Arizona, we have decided to close our office to routine care and limit our office procedures. From July 13 – August 10th, we will only be treating dental emergencies and those patients who have an urgent need to complete treatment plans that are necessary to prevent infection or disruption of oral function.

Infection control has always been a top priority for our practice and you may have noticed our protocols 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 in our practice to keep patients and staff safe. Our office follows infection control recommendations made by the ADA, CDC and 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.
- 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 or newspapers since these 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.

We regret having to close the office to routine dental care for a second time, but again, the health and safety of our patients and staff is our number one priority during this pandemic.

Please be safe – and do call us if you have a dental emergency or experience any type of dental discomfort, pain or swelling. We will make arrangements for your care.

Thank you,

Dr. Tanaka, Dr. Leong and Staff