Monday, May 11, 2020

Hello from Dr. Mischley's office!

I sincerely hope you and yours have been healthy and well over these last weeks. As we are starting to move forward and get back to some assemblance of normality, it is with great happiness that I announce that our office will be opening for regular dental services starting on Monday, May 18th. We have been open for emergencies and to help people in pain during this time but we have not been able to provide our patients with their regular cleanings and preventative dental care. In addition, we have not been able to provide supportive services for our patients in the form of fillings and crowns which protect teeth from break down and restore teeth to full, predictable function. Thankfully, we will be resuming these services as well on May 18th. Please take a few moments to read through the items below which will provide information about moving forward with your dental care.

L**EADING UP TO AND COMING TO YOUR APPOINTMENT**

As may be expected, we will be conducting our operations a little differently moving forward starting with our confirmation process. When you receive your message for confirmation, be it via text, email or phone call, we will ask that you access your wellness. Where as in the past we may have invited you to come to your appointment even if you felt under the weather as we have always worn PPE, we will now ask that if you are not feeling well, that you let us know as early as possible so that we may reschedule your appointment at a time convenient for you. If you are feeling well, we will ask that you take your temperature, if possible, before coming to your appointment. As per CDC guidelines, if you have a temperature of 100.4 F or above, we will ask that you likewise reschedule your appointment with us. If you are not able to take your temperature before you come to your appointment, we will have touchless digital thermometers on hand and ask that you allow your temperature to be taken as you come to the front desk. In addition, we will be happy to take anyone's temperature at their request.

**UPON ARIIVAL TO THE OFFICE**

The American Dental Association and Massachusetts Dental Society have been incredibly supportive during this entire time, providing up the moment guidance based on the CDC's recommendations. The office has taken their recommendations for reopening and have built upon them in order for us to offer our patients, as well as staff, the highest level of protection moving forward. We will have installed clear "sneeze guards" at the front desk which, while providing a physical barrier, will be nearly invisible, maintaining a friendly atmosphere.

Our reception room will have chairs set up in a manner consistent with social distancing standards and we will have aforementioned touchless digital thermometers at the front desk. The entire reception area will have been wiped down with antiviral solution prior to opening for the day, during the morning, as needed, regularly during lunch and then throughout the afternoon, as needed.

**PPE UPGRADES**

In accordance with CDC guidelines, all staff in our office will be wearing N95 masks which is an upgrade from our regular surgical masks. Anyone working in our treatment rooms will be wearing disposable gowns or jackets, full face shields, head coverings and, of course, gloves.

In addition, I have invested in 4 Medical grade H13 True HEPA air purifier units, one for each of our operatories. These units are rated for 99.7% removal of potentially harmful materials, including the Covid-19 viral particle size, and are analogous to an N99.7 mask. These units are capable of filtering the air within each operatory in under 8 minutes and will be continuously running throughout the day.

**AFTER YOUR APPOINTMENT**

After your appointment, each room will be thoroughly wiped down with antiviral solution per CDC recommendations.

The ADA, in association with the CDC, has asked dental offices to institute a policy of following up with patients who receive treatment 48hrs after their appointment. The purpose of this follow up is to access our patients' wellness and to document any instances of people developing signs or symptoms of Covid-19. This is a coordinated effort to aid in the track of the virus. As a dental office, we are in a unique position to provide a cross section of upwards of 2,000 people over the course of 6 months and to aid in the tracking of the virus in our community. Of course, no one's personal information will be shared whatsoever with anyone without their express written consent as is always our policy.

Lastly, we ask that if you develop signs or symptoms of illness after visiting our office, that you contact us and let us know. This is important not only with regards to the above-mentioned point but also so that the office staff can make informed decisions regarding their own health.

Thank you for taking the time to read through this information. As always, please let me know if you have any questions or concerns. Personally, I am greatly looking forward to returning to the work that I love.

I hope to see you soon!

Best Regards,

Dr. Kevin P. Mischley, DMD