



May 1, 2020

An Open Letter to Our Esteemed Patients and Colleagues as We Reopen our Practice

We hope this letter finds you and your family safe and in good health. Our San Antonio community has been through a lot over the last few weeks, and all of us are looking forward to resuming our normal schedules and routines. While many things have changed, one thing has remained the same: our commitment to your health and safety.

Infection control has always been a top priority for our profession and our practice. You may have seen this during your previous visits to our office. Our infection control processes are in place 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. We do this to make sure that our infection control procedures are not only current and adhere to each agencies' recommendations, but that **we exceed their recommendations and your expectations.**

Given the times we live in, you may see some changes when it is time for your next appointment. We made these changes to help further protect you, our patients, and our staff. Among these:

- Our office will communicate with you beforehand to ask some **screening questions** regarding COVID-19. 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, books and the like, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for **social distancing** between patients. We thank you ahead of time for your patience as this may limit appointment flexibility.
- We will do our best to allow greater time between patients to **reduce waiting times** for you, and to eliminate or reduce the number of patients in the reception area at any one time.

There will also be several changes that you may not immediately notice but that will further enhance the safety and comfort of your visit:

- The latest **UVC disinfectant technology** has been added to our central air units to further ensure the cleanliness of the air within the office.
- **In-room medical-grade filtration** has been added to each treatment room and our waiting area to completely clean the air of allergens and airborne pathogens (including viruses) in each room every 10 minutes.
- In-treatment **aerosol control technology and disinfection** has been added to further enhance current protocols during cleanings and surgical treatment.

We look forward to welcoming you into our practice once 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 (210) 492-3519 or visit our website at www.lorenzaperio.com.

Thank you for being a part of our practice family. We value your trust and loyalty and look forward to seeing you soon.

Sincerely,

Dr. Ed Lorenzana & Team