

5/1/2020

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 all of us are looking forward to resuming our normal habits and routines. 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. 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 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 current and adhere to each agency's 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.
- Please wear a face mask when entering our office. We have hand sanitizer that we will ask you to use when you come in.
- You may see that our waiting room will no longer offer magazines since these are difficult to disinfect.
- Health authorities have concluded that viruses could be carried by aerosols; in an effort to eliminate these as soon as they are generated, we have put in place medical grade HEPA air filtration systems that will clean, disinfect and energize the air you breath in our office. The air in our office will be bacteria- and virus-free. The effectiveness of these systems is 99.7%.
- 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 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 our office number or visit our website: [www.implantshouston.dental](http://www.implantshouston.dental).

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely

Sergio Ortegon, DDS, MS  
Board Certified Prosthodontist  
Maxillofacial Prosthodontist  
Adjunct Assistant Professor, University of Texas School of Dentistry  
Department of Restorative Dentistry and Prosthodontics