



BERGEN ORAL & MAXILLOFACIAL SURGERY

To all our valued patients:

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.**

As you know, our offices have been open throughout this process with limited hours for emergencies and wanted to thank you personally for the confidence you have given us. The purpose of the restrictions were intended to protect vital PPE and to slow the spread of the virus. **As safety and regulation are our high priority, we have implemented many quality features to our offices; we are excited to announce that we have increased our capacity for essential procedures and hours as relating to your current and future health.**

Infection control has always been a top priority for our practice and you may have seen this during your prior 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 additional infection control procedures (both required and not required by law) we have implement 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 monitor the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued to ensure maximum patient safety. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

Your safety is of utmost importance. We have implemented many quality features to our offices, and you will notice these changes upon your arrival:

- Our office will communicate with you beforehand to ask screening questions. You'll be asked those same questions again when you are in the office.
- A temperature /fever screening will be performed upon your arrival to office.
- You will be asked to complete online paper work prior to your visit.
- We have hand sanitizers that we require to be used when you enter the office. You will also find these 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, children's toys and so forth, since those items are difficult to clean and disinfect. Safe distancing of seats have been arranged.
- You will be asked to call our office from outside the building (i.e your car) once you arrive at our facility. You may be asked to wait for our call back with approval for you to proceed to our office, to ensure there are minimal number of patients in the waiting room/office at one time.
- 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 **(201)664-5656** or visit our website at www.bergenoralsurgery.com Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Bergen Oral and Maxillofacial Surgery Team