



Dear Viva Dental Family and Friends,

We hope this letter finds you and your family healthy and happy! **We have missed all of you during our temporary office closure and look forward to seeing you soon as we have reopened this week.** While many things have changed, one thing has remained the same: our commitment to your family's oral health.

Infection control has always been a **top priority** for our practice. Our office follows and exceeds 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 vigilantly follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We have added advanced **Puradigm UV light HEPA air purification technology** to our office as well as using a **100% safe, stronger than bleach, non-toxic air fogging disinfectant called HOCL**. For more information visit www.HOCL.com. We have also added EXTRA-ORAL vacuum systems in our treatment room which will help to maintain the healthiest and safest environment possible. Visit www.HealthyAir.com for more information.

In order to maintain social distancing, we have implemented a "virtual waiting room" policy. When you have an appointment for you or your child you will receive further communication about this but here is a brief overview.

- 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.
- Upon arrival for your appointment, please CALL our office to let us know you have safely arrived. Please remain in your car until it is time to enter the building at which point we will take you or your child's temperature and review the screening questions again.
- All patients/parents/guardians will be REQUIRED to wear a mask
- We have hand sanitizer that we will ask you to use when you enter the office.
- We are only permitting ONE parent/guardian to accompany a child to their appointment. If you have other children in your care that are not on our schedule, please make sure they either stay at home or are able to safely stay in the car during the appointment
- Hydrogen peroxide pre-rinses will be administered BEFORE starting dental treatment
- 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 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 offices at Dallas (214-337-7800) or Richardson (972-437-6000) or visit www.MyVivaDental.com.

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

-Dr. Truong and our Viva Dental Staff