

Monday, June 1, 2020

Dear Patient and Family,

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 health and safety.

Infection control has always been a top priority for the dental hygiene program and you may have seen this during your visits to our clinic. 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 clinic to keep patients, students 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.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients, students 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 arrive at the office.
- We will only be able to accept Credit Card and Debit Card payments. No cash or checks please.
- Please wear your own mask to your appointment (let us know if this is a hardship).
- We will ask you to wash your hands when you enter the office and then rinse your mouth to prepare for your care.
- In an effort to maintain social distancing, we will be implementing a parking lot reception area protocol. Please drive around the right side of the building and park in the rear directly adjacent to the dental clinic. Call us when you arrive. We will ask you a few questions and take your temperature while you remain in your car. We will then let you know when we are ready to escort you to the treatment area. Only patients will be allowed in building with the exception of pediatric or escorted elderly.
- Our staff, students and team will also be screened daily to protect one another and our patients.
- Please bring and/or dress appropriately for a cool environment by bringing your own jacket or wearing long pants- NOT shorts. Our office will be cooler than usual because of all the protective gear we must wear.
- To date, the ADA is unaware of any COVID transmission from a dental office nationwide.
- We ask all patients to contact our office if any COVID symptoms are experienced in the 10-14-day period after visiting our office so that we may contact trace as necessary.

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 505-566-3126 or visit our website at [dentalclinics@sanjuancollege.edu](mailto:dentalclinics@sanjuancollege.edu).

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

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