

AN UPDATE FROM WOOD STREET TO OUR WONDERFUL PATIENTS

We have missed you! I have never been away from my patients, staff and profession for 46 DAYS in my life! As a matter of fact, I haven't had this much time away from daily and meaningful work since 9th grade summer break!!! That would be 1980!!! So, I am pleased to update you on the current status of dentistry as it relates to the COVID-19 pandemic. This has been such a challenging time for so many of us. First and most importantly, my hopes, thoughts and prayers go out to anyone who has been sick or knows of anyone who has been sick from this very serious virus. I can only wish that no one has lost any friends or loved ones. For me, being born and raised in the northeast, this has been a very stressful time for so many of my own friends and loved ones. And although I am grateful that our part of the world may have not been impacted like others, I have the utmost understanding and compassion for those that have had a different experience.

As you likely know, on March 18, 2020, we ceased seeing patients for elective dental procedures. So many of you have waited understandingly and patiently for our re-opening. Late last week, Governor Ron DeSantis issued executive order 20-112 and has now allowed elective dental procedures to begin May 4, 2020 a part of Phase 1 recovery. I know there is a lot of very important and significant work to be done to get us all back on track with our dental health and function. We will begin SLOWLY seeing patients on Wednesday May 6, 2020 starting with those in emergent need of care and working our way toward everyone else. This will allow 2 full days of staff training and preparedness as well, prior to returning to patient care. And although I may have a nice tan and look well rested from 46 days at home by my pool with my family, , I can assure you I have spent the better part of 6-7 hours per day attending zoom meetings, webinars, text threads with respected colleagues, dental supply companies, Amazon and any other resource that would allow me to completely prepare our office to be ready to take perfect care of YOU!!! With that said, we are going to do this slow, smart and controlled. (Notice I used my own slogan to avoid any political friction😊)

My office has always followed and exceeded all guidelines that OSHA (Occupational Safety and Health Association) and the CDC (Centers for Disease Control and Prevention) recommends for dental offices which include infection control and PPE (personal protection equipment). We are continuing to follow these guidelines and in response to the many recommendations and changes that are being made daily, have developed a healthy at work protocol for our team as well as extra safeguards that we as a team are taking when treating our patients. These protocols and safeguards are being adjusted as needed and below are just some of our safeguards.

- 1. A pre-appointment screening process.**
- 2. In-office patient registration procedures.**
- 3. Reception area preparation protocols.** *We will be calling you in advance of your appointment to review our screening and patient flow protocols.*

4. Extensive clinical safety protocols for YOU AND US. I proudly assure you, without getting too technical here, that I have exceeded the mandated protocols for the new standard. No area was left unaddressed in assuring your complete health and safety when receiving dental care in my office. Me or my staff will be more than happy to discuss any of these matters with you and take you on a tour of our new “super-normal” standards. Thanks to you, my valued patients, by supporting me over 26 years, our practice has remained successful, solid and strong and I am able to comfortably provide you with these extensive upgrades.

I know that your dental health is important to you and we are here for you. If you have treatment that has been delayed, someone from our office will be reaching out to you to schedule that appointment. Our schedule is already filling up fast as we are finding most patients are ready to move forward and trust that we are doing everything possible to protect YOU.

I know there will be apprehension. I know there will be questions and concerns. We are here for you. We will take this at a comfortable pace. Please be encouraged to call with your thoughts. Or, if you would like to schedule, please call the office beginning Monday, May 4. Although we will be in training, we will be retrieving voice mail hourly. I sincerely appreciate you and the trust you place in me, my office and my team members. I promise to continue to always protect you and keep you safe while providing the best dental care around. So, the 46 days has passed. I was really getting used to this very special time with my family. But, I am ready for patient care. This has been a surreal and emotional time for many of us. It has been for me. I am grateful that you are my patient. Those that kid me with concerns that I will retire before they are ready for me to do so...I think I miss meaningful work too much to be poolside and greenside all day. BUT-before you know it, I will be complaining that I need a vacation!!!!

I have built my practice and reputation on care, respect for others, a conservative collaborative approach, evidence-based protocols, meticulous attention to detail, empathy and compassion. And that is exactly how I plan to recover from all of this. Health, respect and relationships.

I look forward to seeing you soon!

Warm Regards,

Howard M. Chasolen, DMD