



Alexandra Yarborough DDS FACP
Diplomate of the American Board of Prosthodontics

104 N Elliott Rd.
Chapel Hill NC 27514
Phone (919) 942-7550 Fax (919) 942-8351
info@chapelhillpros.com

Covid 19 Update 12/15/2020

“PLEASE READ”

Dear Valued Patient:

We wanted to reach out to you and update you and to let you know how we at Studio G Aesthetic & Family Dentistry are open and serving patients. We are following all guidelines from regulatory or government bodies. Currently, we are seeing patients with dental emergencies and patients with elective, non-elective and urgent care on a regular business hours. Your health and safety will always be our top priority, and of course if any change is made to our hours of operation, we will communicate that information to you immediately.

WHAT WE ARE DOING FOR YOUR SAFETY:

- We are scheduling all the patients with past due periodontal maintenance appointments first followed by regular prophylaxis.
- If you have an appointment for dental treatment, you will be contacted by our team member to confirm or re-schedule pending of clinical urgency.
- We have increased and changed some of our treatment time, this will allow us to prepare and sanitize the treatment rooms more efficiently and have less patient traffic in the office.
- We have ordered and incorporated some additional safety equipment to control aerosols and droplets, please feel free to inquire about our safety measure.

Our practice has always followed and exceeded all OSHA standards of infection control daily. We have always increased our infection control not only during this outbreak, also during the normal flu season and other outbreaks in the past. As a result, we feel confident that our staff doing their best to maintain a safe environment for our guests.

However, due to current situation we have taken some additional steps:

- We are monitoring staff with temperature check and symptoms questionnaire on the daily basis
- All Visitors entering our facility must be wearing a mask and use hands sanitizer or wash their hand upon entering.

- Depending on your medical condition, you may be asked to rinse with a antimicrobial mouthwash before treatment begins.
- We are doing a brief health screening of everyone who enters our building. If an individual has:
 - (1) been in contact with anyone who has, or
 - (2) experienced a fever over 101 degrees Fahrenheit, a persistent cough, or shortness of breath; we will kindly ask that they return home.
- We are given the option to our patients to call from their car upon arrival. We are then inviting them to the office when we are ready to see them. This will limit the number of people in the reception area. We also ask to please do not bring any family member who do not have an appointment unless necessary.
- Please bring your own reading material since we have removed all books and magazines from the reception area and treatment rooms.
- We are constantly sanitizing common area, including door knobs, bathroom faucets, toilet flusher, handrails, etc..... if you notice something please bring it to our attention.
- Since we don't require a signature for credit card transactions, we can process your payment in our treatment room when you are finished.
- While our financial policy includes a fee for cancellations with less 48 hours notice, please note that at this time, any such charges will be waived.

WHAT WE ARE ASKING OF YOU:

- If you are showing any symptoms of a viral illness, however minor they may be, we are asking that you stay home.
- Please limit your contact with our team members including handshaking or hugging. As always, we are grateful to have you as a family of our patients.
- Please bring your own mask. your mask can be a medical grade of homemade cloth.
- Please keep your mask on as you enter the facility until you are in treatment room and after the treatment until exiting the building.
- By now you should be aware the impact of COVID-19 and its capabilities, your attendance **Experts are learning more about COVID-19 every day. While we will do our best to follow recommended precautions and continue to monitor new information, no one can guarantee that everyone who visits a dental office or other venues will escape exposure to the corona virus.**

Please know we are here to support your dental needs. We are confident that this situation will return to normal soon. Until then, as healthcare providers, we want you to know that you can depend on us during this time.

Your Team At Chapel Hill Prosthodontics