

**Andrew B. Diamond, DMD, MS**  
Periodontics and Dental Implants

Diplomate of the American Board of Periodontology

The Executive Mews ♦ 2300 Computer Avenue ♦ Suite B9-10 ♦ Willow Grove, PA 19090  
Telephone: (215) 657-2211 ♦ Fax: (215) 657-2213 ♦ DiamondPerio@gmail.com ♦ DiamondPeriodontics.com

May 15, 2020

To Our Valued Patients,

I hope this letter finds everyone well! We are so excited to come back and see everyone again! Since March 16<sup>th</sup> 2020, we have only been seeing emergency patients, due to Governor Wolf's mandate, but also during that time my wonderful team and I were hard at work making our office as safe as possible.

As of May 8<sup>th</sup>, 2020, Governor Wolf's office allowed dental offices to begin reopening as long as they follow CDC and PA Department of Health guidelines. We decided to wait an extra week in order to have additional time to implement all of our new enhanced safety protocols. Our official reopening date is **Monday, May 18<sup>th</sup>, 2020**.


You will notice modifications in our office, all of which were made to keep patients and our team as safe as possible. The safety of my patients, my team members, and our community is of utmost importance to me. Since the day I opened 12 years ago, I have always taken pride in delivering the best care possible in the safest and cleanest facility possible. Many of you have complimented us on the cleanliness of the office and our attention to detail and I appreciate that.

Despite having implemented a rigorous regimen of cleanliness and safety over the years, during this COVID-19 crisis, we have enhanced our systems even more moving forward. We have been busy implementing, what we consider to be, the highest of quality safety control measures. We are not only following the recommendations of the CDC, the PA Dept. of Health and the ADA; but, we are also implementing measures that surpass what these organizations have recommended, because you are of paramount importance to us.

We look forward to seeing everyone in the office soon!

Please see **page 2** for a **list of Enhanced Safety Practices** we have implemented into our office to ensure your safety, the safety of our team members and ultimately, the safety of our community.

Cordially,

  
Andrew Diamond, DMD, MS  
Diplomate of the American Board of Periodontology

# Andrew B. Diamond, DMD, MS

## Periodontics and Dental Implants

Diplomate of the American Board of Periodontology

The Executive Mews ♦ 2300 Computer Avenue ♦ Suite B9-10 ♦ Willow Grove, PA 19090  
Telephone: (215) 657-2211 ♦ Fax: (215) 657-2213 ♦ DiamondPerio@gmail.com ♦ DiamondPeriodontics.com

### ENHANCED SAFETY PRACTICES

(Updated 8/14/2020)

- ✓ We have up-graded our HVAC system to constantly sanitize the air we breathe in the office. This technology uses ionized hydro-peroxides and UV light to sanitize the air. Hydro-peroxides have been shown to safely remove the risks of bacteria, viruses and mold spores.
- ✓ We have installed air purifiers with HEPA filters and UVC sanitizers in each treatment room.
- ✓ We have implemented powerful chair-side vacuums designed to significantly reduce the amount of aerosols/contaminants that are entering the air while we are performing dental treatment.
- ✓ ALL team members are wearing appropriate Personal Protective Equipment (PPE).
- ✓ ALL team members are being screened before the start of each day. If anyone presents with any COVID-19 symptoms, they will be asked to leave and not return to work until after applicable COVID-19 testing and being symptom-free for two weeks.
- ✓ Phone screening of all patients prior to their appointments:
  - We are asking questions to evaluate for any signs of illness or contact with COVID-19 prior to appointments. If illness or contact is encountered, the patient's appointment will be rescheduled.
  - All patients will be symptom-free for at least 2 weeks prior to us treating them.
  - We are asking that all patients take their temperature before leaving their house to ensure they do not come into the office if their temperature is 100.4°F or greater.
  - Once patients are in the office, we use a contact-free thermometer to verify their temperature.
- ✓ We are limiting the number of patients in our waiting room to 3 to maximize social distancing.
  - If you would prefer to wait outside of the office or in your car, you can call us once you are here and we will let you know when you can come into the office.
  - **Only patients with appointments will be allowed to enter the office.**
- ✓ EVERY person MUST wear a face mask while in our office.
- ✓ Upon entering the office, EVERY person MUST first wash their hands with soap and water for 20 seconds prior to signing in.
- ✓ Any pen or clip board that is used to sign paperwork has been disinfected.
- ✓ We have installed plexi-glass protective barriers at each of our reception locations.
- ✓ Hand sanitizer is available.
- ✓ We will continue to adhere to our strict disinfection protocols of all of our instruments and treatment rooms, and in addition, sanitize any frequently touched surfaces (ie. door knobs, countertops) with a medical-grade surface disinfectant (CaviCide).

**Your Safety & Well-Being is Our Top Priority!**