

Karim Banani DDS and Diana Smith DDS



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Dear Patients,

We hope this letter finds you and your family in good health. Our community has been through a lot recently, and all of us are looking forward to steadily resuming our normal habits and routines. **With that, we are pleased to inform you that we will be resuming normal office hours starting Monday May 11<sup>th</sup>, 2020.**

While many things have changed, our commitment to your safety has remained the same. Infection control that is both safe and comfortable has always been a top priority for us. Our office follows infection control recommendations made by the American Dental Association (ADA), the Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies to make sure we are up to date and that our infection control procedures adhere to each agencies' recommendations.

Due to COVID-19, we have implemented additional infection control procedures in our office to keep patients and staff safe. Below are a few examples of the changes we have made that you may see at your next appointment:

- Our office will communicate with you beforehand with a COVID-19 screening questionnaire.
- **Masks (cloth is acceptable) are required on entry in the building.** Your temperature will be taken on the day of your visit.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some throughout the office for you to use as needed.
- Our waiting room will no longer offer a coffee station or magazines, since those items are difficult to clean and disinfect.
- To reduce the number of patients in the office at any given time: 1) we ask that **if you are early to your appointment**, please call our office prior to leaving your car. 2) we will do our best to allow **gaps between patients to reduce waiting times**, as well as to reduce the number of patients in the reception area at any one time. 3) we ask that **only patients with appointments come into the office**, unless they need to be accompanied by a care giver, or translator etc.

We are trying our best to accommodate all of our patients in a safe and timely manner, and as a result we are making some changes to our cancellation policy. We kindly request at least 48 hours' notice for all future appointment changes or cancellations to avoid a fee.

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 schedule an appointment or for any questions, please call our office at (713) 797-0840.

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

Sincerely,

Dr. Karim Banani and Diana Smith DDS