



DENTISTRY FOR
CHILDREN &
ADOLESCENTS

FLOSS RE-OPENING

I hope this letter finds you and your family safe and well. Our community has been through some very difficult times over the last few months. While many of our office protocols will change, as we move forward to resume our normal habits and routines, our commitment to your safety will never change.

Our dental office has always practiced superior infection control protocols, in accordance with the American Dental Association (ADA), the US Center for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). Given the current situation, we are closely following these agencies' guidance and staying current with any changes or new recommendations.

These are some of the additional safety protocols we will be implementing in our office. We ask for your patience, during these unprecedented times, while we provide the utmost safety for our patients and staff. This will be a work in progress moving forward.

- If anyone does not feel comfortable coming to the office, at this time, please feel free to reschedule for a future date, when you think you will feel better about the current situation.
- If patients are due for their six-month routine cleaning/exam and do not have any concerns, our recommendation would be to schedule six months out.

- Appointments will be managed to allow for social distancing between patients, so there may be fewer appointment options, until we slowly return to normal. “Thank you for your patience in advance.” - Dr. Garza
- We ask that only the scheduled child and one parent/guardian come to the office.

- **CONFIRMATION**
 - We will call to make sure all paperwork (New Patient/Medical Updates) and updated insurance information is on file, prior to the appointment date. If it is not, we ask that you email all information to the office, prior to your appointment.
 - In addition, if the patient or parent/guardian has recently had any symptoms associated with the coronavirus or the flu, we ask that you reschedule your appointment.
 - If the patient or parent/guardian has recently visited any coronavirus “HOT SPOTS”, we ask that you please reschedule your appointment for, at least, two weeks out.
 - Wearing a mask in the office will be MANDATORY, NO EXCEPTIONS.

- **DAY OF APPOINTMENT**
 - Please call the office upon arrival, and we will let you know when it is time to come up.
 - We will greet you at the door and take your temperature. Immediately after, we ask that you go into the bathroom to wash your hands.
 - We will, then, escort you to the back and begin the appointment.
 - If the parent/guardian is comfortable waiting in the car, during the appointment, we ask that you do so, and Dr. Garza can call you to discuss the appointment.
 - If the parent/guardian wants to come up and wait, there is plenty of seating in the waiting room, which adheres to strict social distancing guidelines.

- **IMPORTANT:** If your child feels comfortable going to the back alone, we ask that the parent/guardian waits in the front waiting room.

- **CHECK OUT**
 - At the end of the appointment, Dr. Garza will talk to you in the waiting room or on the phone.
 - If payment is needed, we can take it over the phone and email your receipt, or you may come in to the office, through the back door, and pay at the back counter.
 - Next appointments can, also, be made as described above.

Please do not hesitate to call our office with any questions concerning the new steps we are taking, in order to ensure that everyone in our practice is safe.

DR. GARZA and YOUR FLOSS FAMILY

678-310-0491