

Dear CCFD Patients and New Patients to our Practice,

Following guidance from the Pennsylvania DOH, the CDC and the ADA, along with our desire to create the safest possible environment for you and our team, there have been many changes in the way we operate our practice as we learn to live in the new COVID age. Our goal is to have efficient workflow while maintaining safe social distancing using the following measures:

1. Due to necessary changes in office work flow, most appointment times will need to be adjusted from our usual time lengths to give us adequate time for room disinfection. We appreciate your understanding and ask for your patience if you have to wait to be seen.
2. We will be asking thorough COVID-19 screening questions over the phone. If you exhibit signs of respiratory illness such as coughing, sneezing, sniffles, sore throat, difficulty breathing or flu-like symptoms such as fever, malaise or body aches; we ask that you inform us and we will reschedule your appointment.
3. We will give patients aged 70 and over, along with patients with underlying high-risk medical conditions, special reserved times for their appointments. This will help minimize their interaction with other patients in the Fern Hill Medical Campus and our office. Exceptions may apply with certain dental emergencies.
4. For patients that require new medical histories or other document updates, please use the same drop-down "Policies and Forms" tab where you found this letter at the top of our homepage. You can then scan these forms and email them to us prior to coming in for your appointment to help eliminate as much paperwork as possible. Information such as ID and insurance cards can also be scanned and emailed it to us at infofromccfd@gmail.com If you do not have regular access to a computer, let us know and we will make other arrangements.
5. When you arrive for your appointment, please remain in your car rather than coming into the office. Call us at 610-431-0600 to let us know you have arrived. We will then call or text you when we are ready to bring you in for your appointment.
6. We request that you wear a mask or facial covering to and from the office unless you can provide a medical reason for not wearing one. In this event, we can supply a facial shield for you for our protection. Upon entry we will request that you use hand sanitizer and we will screen you and scan your temperature prior to taking you back for treatment. We request that all patients thoroughly brush teeth at home or work prior to your appointment. We will also have you perform two 30 second antiseptic rinses in the office prior to treatment.
7. We ask that family members or others accompanying the patient remain in the car. Adults and teenagers should enter the office alone. Preteens and younger children may be accompanied by one adult. Our reception room will have limited seating and chairs will be appropriately spaced for physical distancing.
8. When possible we will utilize convenient electronic payment methods that we have available in the office to eliminate unnecessary contact. We thank you for your cooperation in advance!

-Dr Dave and Dr Ryan