



Dear Patients and Families of Milestones Pediatric Dentistry:

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your health and safety.

Infection control has always been a top priority for our practice, and you may have noticed this during your previous visits to our office. We developed our infection control processes to make your child's dental care both safe and comfortable. With the spread of COVID-19, we want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). As these agencies have and continue to issue new rulings and guidelines, we update our office policies and procedures. As such, you may notice changes at your next appointment. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- Our waiting room will be closed. Patients will await their appointment in their car, and our staff will text message when it is time to enter our building. This helps us maintain a sanitary environment with adequate social distance.
- *Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment. We ask that you be mindful of the current health crisis worldwide and that we are mandated by the state to follow strict capacity guidelines at this time under Phase I.*
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

Milestones Pediatric Dentistry will continue to see emergent and urgent cases during Phase I of the reopening. This means, patients who are in pain, have had trauma, have an active infection, or have abscessed teeth can email the office with a photo and description of the problem for an evaluation. Dr Lubrano will call you to discuss the issue, and make an appointment to assess the degree of the emergency. During Phase II , which at this time has no set date, elective dental care will resume.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we are taking to keep you safe in our practice. To make an appointment, please call our office at (508) 399-8200 or visit our website at [www.milestonespediatricdentistry.com](http://www.milestonespediatricdentistry.com)

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

Sincerely,  
Dr. Carolyn and Team