



Dear Valued Patient,

Our entire team at River's Edge Dental Clinic hopes 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 that has remained the same, our commitment to delivering a five-star dental experience with the greatest technologies, best team, top doctors and, more than ever, a focus on the safety of our team, our doctors and our patients.

River's Edge Dental has always placed infection control as a top priority in our clinic. During your visits we hope you have noticed our attention to every detail to providing safe care in the most sanitary, clean and comfortable environment. We want to share with you a bit more of the standards we have always practiced and new standards we will be implementing moving forward.

Our office strictly adheres to the recommendations for infection control 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). We routinely follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. River's Edge Dental has always committed to not only meeting but exceeding these recommendations.

With this in mind, over the last couple of months our doctors have spent endless hours and have continued to reassess our systems, policies and equipment to ensure that you can have 100% confidence when visiting our clinic during and post-COVID. Although, we are prepared to serve you while following all of the aforementioned agencies requirements and guidelines we want you to know that simply meeting the guidelines of these agencies isn't enough. At River's Edge Dental we are currently investing heavily in additional equipment, measures and systems to go far above and beyond these guidelines/requirements. Please review the back page to learn about some of the wonderful things our doctors have invested time and significant money in to ensure the safety of our team, doctors and our wonderful patients.

In addition to these there are a few more things you may want to know prior to your next appointment and to protect our patients and team. For example:

- Our office will communicate with you when appointing by asking some screening questions. You'll be asked those same questions again the day of your appointment. The team will also take your temperature day of.
- We have hospital grade hand sanitizer upon entering the front door. We ask that you use it 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.
- You may see that our waiting room will not have magazines, children's toys and so forth, since those items are hard to disinfect and clean. We foresee this as a temporary activity.
- Appointments and all areas of our clinic will be managed to allow for social distancing between patients.
- 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 one time.

Our team is excited to see 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 make an appointment, please call (952) 232-6454 or visit our website at [www.RiversEdgeSmiles.com](http://www.RiversEdgeSmiles.com).

Thank you for putting your trust in River's Edge Dental. We value your loyalty and are looking forward to welcoming back our patients, neighbors and friends.

Sincerely,

The River's Edge Dental team

### **River's Edge "Above and Beyond" Five-Star Safety**

As mentioned on the previous page River's Edge Dental Clinic has always worked hard to ensure that all guidelines of the various agencies are met for the safety of our team and our patients. However, we won't accept just the standard. Below are some of the additional steps that we have invested capital and time into making River's Edge the safest clinical setting anywhere:

- **MEDIFY:** Hospital grade air sanitizers/purifiers that can purify airborne particles down to 0.01 microns in a 5,000 square foot area in less than 20 minutes. Our office is 3200 so it will cycle through approximately every 12 minutes. You will be breathing the cleanest air you ever have and that has removed any particles down to 0.1 microns.
- **ADS Ultra Dental Suction:** Highly sophisticated high-powered aerosol suctions in EVERY operatory. These will suction 99.95 percent of aerosols immediately upon leaving the patients mouth. In case a particle escapes it also has a UV light to eliminate those particles. Better yet when not in active use with a patient we will adjust its setting to the 99.95% air purification as an adjunct to our hospital grade *MEDIFY* hepa filtration systems mentioned above. Although not required by the various agencies our aggressive measures with these two systems alone will provide the safest dental experience anywhere!
- **Social Spacing:** You will also notice social spacing in the lobby. If you are unable to text communicate with our team from our parking lot then you will be safely socially distanced in our lobby.
- **Protective Barriers:** We have invested in commercial grade plexiglass barriers for our front desk team to keep both you and them safe. Don't worry though! You will still be greeted by name, a big smile and the same personalized service you have always experienced!
- **Chartless to FULLY PAPERLESS:** Furthermore, River's Edge has invested in new technology that will allow us to go from a high-end chartless and digital practice to a one-of-a-kind and truly state-of-the-art, *PAPERLESS* practice. This means the absolute least amount of physical touching through the passing back and forth of various items, resulting in a SAFER dental experience. As well, this will help the environment by cutting down on paper and other bio-dependent materials. You will be able to check in, fill out paperwork, pay, appoint, update medical histories, sign consents, etc without touching anything but your computer, an iPad or your favorite device.
- **N95 Masks:** Drs. Tri have gone to great lengths to secure N95 masks for our entire team. Although, these are nearly 100% safe we will also add a level 3 surgical mask over the top of the N95 mask during treatments. Even better, we will be providing even greater safety by using a face shield provided to our entire treatment team!
- **Hospital Infrared Thermometers:** Our doctors have invested in hospital grade infrared thermometers. This along with a COVID questionnaire to screen each of our team members EVERY SINGLE MORNING as they enter for their work day. The results will be documented, signed off on and secured. Any worker with fever or failure to pass screening will be sent home immediately.
- **Screening of Patients:** We will be professionally Screening every patient who enters the practice with a quick yet effective questionnaire as well as a temperature evaluation with our hospital grade infrared thermometers.
- **Hourly sanitization:** Our team will keep log to document and ensure all communal surfaces are wiped down with hospital grade sanitizing wipes hourly to ensure full sterility of all surfaces

At the end of the day you will experience the same five-star dental experience with the same great team but now in the absolutely safest environment you have ever navigated. Welcome back! Our team is prepared to provide you with a five-star experience in a truly safe and comforting environment. Thank you for your trust and loyalty.

-Drs. Carey and Jessica Tri  
**River's Edge Dental Clinic**  
**RiversEdgeSmiles.com**