



Dear Friends of Manhattan Maxillofacial Surgery Group,

We hope you are all safe and healthy and able to keep in good spirits during this challenging time. We at MMSG are looking forward to continue helping you all again. We are grateful for all the support our dental community has provided. Our team is taking all the necessary actions that will allow us to resume service. We are preparing and carefully implementing safety precautions to ensure a safe environment for both our staff and patients. We take everyone's health very seriously, we are working hard to identify and implement proven measures to run our office in a safe and responsible manner.

Our office has always prided itself in our strict adherence to infection prevention policies and protocol. During this time we have elected to go above and beyond CDC and OSHA directives. We are staying informed of all current actions by these organizations. We have thoroughly investigated current innovative technologies and methods to protect everyone. Our goal has always been to provide the best care and we do not intend to compromise on this principle.

You will be aware of changes in the office that are all with health and safety in mind.

- 1) When scheduling we will be asking health screen questions and giving guidelines: Bring your own mask and gloves, ensure no fever the day of appointment. If you have a fever, call the office to reschedule.
- 2) These same questions will be asked on the day of your appointment. Patients temperature will be taken upon entry to office and they will be asked to use hand sanitizer provided by us throughout the office.
- 3) Patients will be asked to submit Health Screen, New patient registration forms, Insurance information, referral forms and images at least two days prior to appointment or the patient may need to reschedule. This will minimize office interaction.
- 4) All efforts are made to bring patients directly into the treatment rooms, avoiding wait time in the reception area. Treatment fees will be settled before treatment is done, this will help minimize exposure.
- 5) We are designing patient flow for physical distancing, this will result in fewer available appointments. We ask our patients to honor your appointment time and guidelines.
- 6) We will ask that patients to come alone to their visit, unless the patient is a minor, then only one parent or legal guardian can escort the patient. IV sedation patient's escorts will be requested to arrive when patient is ready to dismiss. A call will be placed to escorts cell. There will be no wait area in the reception room.

- 7) There will be a personal protective fee applied to each visit, to help keep us all protected per mandated guidelines.
- 8) Our treatment team will be wearing complete personal protective gear as mandated by the CDC.
- 9) All staff and Doctors will be tested prior to returning to work, additionally temperature check and Oxygen saturation levels will be tested daily.
- 10) We have new high volume suction system, this collects the majority of harmful aerosols
- 11) We have placed Hepa filters in the treatment rooms and common areas.
- 12) Follow up appointments and final post operative instructions are given in the treatment room and staff will escort you out of the office to ensure distancing is honored.

The health and safety of our patients and staff are of utmost importance to us. We will direct all our efforts to maintain a safe environment in our new challenges. Our ability to meet your treatment needs with integrity, empathy and sensitivity will continue as always and be a priority in our current circumstances.

Warm Regards,

Dr. Shahin Shahgoli and Dr. Antonio DelValle