



Grove Dentist

The place for healthy happy smiles!

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Grove Dentist

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Dear Esteemed Patient of Grove Dentist

We hope this letter finds you and your family in good health in trouble times of Covid 19. Our community has been through a lot over the last few months, and all of us are looking forward to our lives resuming to our "new normal" routine. While many things have changed, one thing has remained the same: our commitment to your safety.

While following Minnesota Governor's orders, we have continued to serve our patients by providing over 60 emergency appointments to patients in need, over the last 2 months. We have also used this time to create a new plan for managing dental treatments, we have purchased new equipment, we have trained our staff in new procedures, new PPE equipment, we have prepared the office for the up-coming opening times to be ready to better serve you again.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. 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). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

You will see some of the changes when it is time for your next appointment. We made these changes to help protect our patients and our staff. For example:

- Our office will communicate with you beforehand to ask some pre-screening questions over the phone or text when we confirm your appointment. You'll be asked those same questions again when you are in the office.
- We will take your temperature once you enter 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.
- We ask you to please wear a mask like you do in any "new" social interaction like going to a pharmacy or a store.
- You will notice that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- All appointments are scheduled differently nowadays, to allow for rooms air purification, disinfection and also social distancing between patients.
- We take one patient at a time in the office, we stagger appointments and we are even opening some Fridays and Saturdays in June and July to limit the number of people in the office at the same time.
- We have planned greater time between patients to reduce completely the waiting times in the waiting room, as well as to reduce the number of patients in the reception area at any one time.

- After we have scheduled your appointment: we will be sending you a screening questionnaire if possible to print at home, fill out and return by email or in person, to limit the time in the office and exchange of hands.
- We kindly ask you to please come unaccompanied to your appointment. Only minor children and people with disabilities can come accompanied in the office, by one parent but siblings must wait in the car.
- We will send more instructions on how the appointments will go. This is an evolving situation so we will go based on what is known and required now by our governing authorities.

We do all these extraordinary precautions, online exchange of information & forms, and you will see more changes inside the office, in an attempt to limit the appointment time in the office and to keep everyone safe, both our patients and staff.

We look forward to seeing 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.

Please call our office @ **763-420.8038** or email us: office@grovedentistmn.com to reschedule your cancelled appointments from March, April or May, or any treatment that was left unfinished.

Thank you for choosing us for your dental treatment and also for understanding these new measures were put in place to help us keep everyone safe, patients & staff & families. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Dr Florin Alb & The Grove Dentist Team