



To Our Valued Patients:

We hope this letter finds you and your family in good health. Our community has been through a great deal during the last few months, and we all must continue to do our part to reduce the transmission of COVID-19. While many things have changed, one thing has remained the same: our commitment to the safety of our patients and our team.

Infection control has always been an essential component of modern-day dentistry. Our infection control processes are made so that when you receive treatment in our office, your dental care is both safe and comfortable. Although our infection control processes have always been very thorough, COVID-19 has led us to add increased stringent policies to ensure everyone's safety under these circumstances.

You can expect to see many changes in our appointment process when you schedule and come to our office for your next appointment. These changes will require everyone's patience and understanding, as we work to create a safe environment for our team and patients. For example:

- Appointment times will be lengthened to allow for social distancing between patients, resulting in fewer appointments available each day. This may result in fewer date/time options available for scheduling your appointment.
- Our office will send you a text message the day before your appointment to ask you required COVID-19 screening questions. Please complete the secure questionnaire online before you arrive for your appointment.
- Our goal is to limit or eliminate any time spent in our waiting room. When you arrive at the office, we ask that you text us at our office phone number, so that we may greet you at the door and escort you directly to the treatment room.
- When possible, we also encourage patients to use our secure portal to fill out registration forms and make payments online before your visit to reduce check-in and check-out times.
- We ask that each person entering the office wears a mask, at all times other than during treatment, while in the office. Unless you require a caregiver to accompany you, we also ask that you refrain from bringing any guests or visitors to your dental appointment. All guests will also be required to complete the COVID-19 screening questions.
- Immediately upon entering the office, all patients, guests and team members will have their temperature taken and be given hand sanitizer.

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- In addition to our stringent sterilization procedures, our office has equipped each treatment room with a UV-light air sanitizer and HEPA filtration system. This system kills airborne bacteria and viruses and filters the air in the room multiple times per hour.
- Our team members will thoroughly disinfect **all** commonly touched surface areas routinely between patient visits.

We will update our COVID-19 safety protocols regularly as guidance changes. Please refer to our website (www.DynamicDDS.com) for any updates on our safety precautions.

We look forward to seeing your smiles again and are happy to answer any questions you may have about the steps we are taking to keep you, and every patient, safe in our practice.

Thank you for trusting us with your oral healthcare. We value your trust and loyalty and vow not to compromise when it comes to making sure you and your families are safe and well taken care of in our office.

Sincerely,
Dr. Kweku Jangha and the Dynamic Dental Care Team

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