

## LOWENBERG LITUCHY & KANTOR HAS RE-OPENED OUR DENTAL PRACTICE

Lowenberg Lituchy & Kantor is now open! You can call 212-586-2890 to schedule an appointment. We ask that you please be understanding that in order to protect our patients from the COVID-19 virus, we are spacing dental appointment times and appointments will be longer to allow for proper sterilization. We may have to reschedule previously made hygiene appointments to ensure safety.

Below is the letter that we sent out detailing our new office protocols to protect our patients and our staff with the inclusion of several more procedures to make LLK as safe as possible, including the addition of a plexi glass divider at the front desk, and single use pens in sterilization pouches for filling out any forms. Further, rest assured that we will test our entire staff periodically for this virus.

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

Infection control has always been a top priority for our practice; we hope you have recognized this during your visits to our office. Our infection control procedures are implemented so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we have always followed in our practice as well as those implemented in light of COVID-19 in order 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 will follow the guidelines of these agencies and go even beyond their recommendations so that we are up to date on any new rulings or guidance that may be issued.

You will see some changes when it is time for your next appointment. And while some of these changes may require longer dental appointments and may be seen as unnecessary, we made these changes to help protect our patients and staff.

- Our office will communicate with you beforehand to ask some screening questions regarding your current health and possible exposure to COVID-19. You will be asked these questions again when you enter the office.
- We will be taking your temperature as you walk into our office. If you have a temperature over 99 degrees, you will be asked to go home and return another time.

- If you are not feeling well for any reason, please stay home.
- All staff will have the proper Personal Protective Equipment
- We have installed UV air purification systems in the HVAC throughout the office which will reduce potential exposure to COVID-19. This advanced system uses energy from a specially designed, high-intensity UV-C lamp to reduce microorganisms in the entire office as they cycle through the HVAC system. The UV lamp mounted inside the air duct neutralizes a microorganism's DNA and stops it from replicating. The UV system sterilizes or kills most contaminants as they pass by the lamp. It is especially effective in destroying viruses.
- We also installed medical grade professional air filtration units in every operatory and the common areas designed to eliminate both airborne bacteria and viruses. These medical-grade filters have been proven to capture 99.99% of all particles as small as .007 microns in size. Coronavirus particle size is .12 microns.
- We installed barriers at our reception desk.
- We ask that you keep a credit card on file so less interaction at the front desk after each appointment.
- We will be installing special air suction in each operatory that eliminates the aerosol during dental procedures.
- COVID-19 sanitization protocol of treatment rooms will be done after each patient encounter.
- We have hand sanitizer dispensers throughout the office. We will ask you to use the sanitizer when you enter the office. You will also find some in the reception area and all over the office for you to use as needed.
- We have an entirely new medical history form that you will receive by email a few days prior to your appointment. This will all be done electronically and you won't have to use the ipads in our waiting room anymore. This system will retain all of your info, so the following year you will ONLY have to record any changes that occurred over the year. This will minimize time in the waiting room and minimize time in our office.
- Attached to the medical history will also be a COVID-19 questionnaire which must be filled out as well. We will also have you fill out same form after you enter the office. You will be given a new sterile pen in a sterilization pouch which is yours to keep or throw out after you fill out the COVID-19 form.
- All patients MUST wear a mask to enter the building. If you are not wearing a mask the doorman will send you away.
- Only patients are allowed into the dental office. If you are accompanied by someone, please have them wait outside the building. They will not be allowed to wait in the lobby of the building.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling an appointment.

- Our waiting room will no longer offer magazines, since they are difficult to keep clean between users.
- Please arrive at your appointed time, not earlier as the waiting room will not be fully available. For most appointments, you will be escorted right into a treatment room. When that is not possible, we ask that you sit at least 6 feet away from any other patient that may be present.

We are going above and beyond any protocol used to date. To that end, you must know that your “normal” treatment times will be substantially longer, even for the simplest procedure. We ask for your patience. All of this is done for your protection and ours.

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. To make an appointment please call 212-586-2890 or visit us online at [www.lowenberglituchykantor.com](http://www.lowenberglituchykantor.com) and follow us for latest updates on Instagram @lowenberglituchykantor

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

Sincerely,

Dr. Marc Lowenberg  
Dr. Gregg Lituchy  
Dr. Brian Kantor