



Dearest Patient,

We hope 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 thing has remained the same: our commitment to your safety.**

Infection Control and Your Safety:

Infection control has always been our top priority. Our internal safety processes are reliable and can give you the confidence to return. We have gone above and beyond the current recommendations by the CDC and other pertinent organizations.

- Medical-grade air purifiers and high-speed evacuation systems with HEPA-13 air filtration systems in each operatory and reception area that eliminate bacteria, viruses and harmful aerosols
- Medical-grade sterilization fogger machines that will be used in every treatment room, the reception area and throughout the entire office
- New appointment protocols to maximize social distancing which are explained below.

Appointment Protocols:

As we safely re-open our office for elective procedures we have made the following changes to protect our patients, and team members:

- Our office will communicate with you beforehand to ask basic screening questions. The answers to these questions will be confirmed once you are in the office. **We will have to reschedule your appointment if we are unable to complete this step**
- We have adjusted our schedule to have one patient at a time in the office or maximum of 2 patients at the opposite ends of the office
- We actively screen everyone including our team members on the spot for fever and symptoms of COVID-19 before entering our office
- To address asymptomatic and pre-symptomatic transmission, we ask that you wear a face mask when entering our building. **If you do not have a mask, please let us know and we will bring one to you prior to entering the building**
- **In order to minimize your contact with other patients, if possible, call us when you arrive to the building and wait until we contact you to come up to our suite**
- We ask that you use hand sanitizer that we have made available once you enter the office. There will also be hand sanitizer in the reception area and other areas in the office as needed



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- Our reception area will no longer offer magazines and other reading material that would be handled by multiple individuals. If possible, we ask you to minimize or avoid companions during your visit.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we have take to keep you safe. To make an appointment please

Call: **(301) 656-6424**

email: admin@chevychasedental.com or

visit our web address: www.chevychasedental.com.

Thank you for your patience during these difficult times. We value your trust and loyalty and look forward to welcoming you back to our family.

Sincerely,

Dr. Madjid Matin and staff