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DEAR PATIENTS AND COLLEAGUES,

As we continue to address the COVID-19 pandemic during these unprecedented times, Staten Island Oral & Maxillofacial Surgery is taking every possible precaution to assure the safety of our patients and staff while continuing to provide the same high level of care. Consequently, we have adopted enhanced safety protocols that exceed the recommendations of the World Health Organization, (WHO), the Centers for Disease Control and Prevention (CDC), and the American Dental Association (ADA). Following are some of the changes you will encounter when scheduling appointments and arriving at our facility:

- YOU WILL BE ASKED A SERIES OF QUESTIONS TO HELP US EXPEDITE THE SCHEDULING OF YOUR APPOINTMENT IN OUR OFFICE.
- TO LIMIT PATIENT-TO-PATIENT CONTACT, APPOINTMENTS WILL BE STAGGERED AND SPACED OUT ACCORDINGLY.
- UPON ENTERING OUR FACILITY, YOU MUST WEAR A FACE MASK OR OTHER FACE COVERING, AND YOU WILL BE ASKED TO USE HAND SANITIZER.
- TO LIMIT PATIENT-TO-PATIENT CONTACT, APPOINTMENTS WILL BE STAGGERED AND SPACED OUT ACCORDINGLY.
- AN ASSISTANT WILL ELECTRONICALLY TAKE YOUR TEMPERATURE FROM A SAFE DISTANCE.
- ADMINISTRATIVE TASKS WILL BE IMPLEMENTED MORE EFFICIENTLY TO LIMIT CONTACT BETWEEN PATIENTS AND STAFF. THIS INCLUDES REGISTRATION AS WELL AS THE OBTAINING OF INSURANCE INFORMATION, CONSENTS, AND PAYMENTS.
- CLEAR BARRIERS HAVE BEEN INSTALLED TO ALLOW SAFE SOCIAL DISTANCING BETWEEN OUR FRONT DESK STAFF AND PATIENTS.
- OUR FACILITY HAS BEEN PROFESSIONALLY SANITIZED. IN OTHER WORDS, ALL SURFACES HAVE BEEN CLEANED ACCORDING TO GOVERNMENTAL AND ASSOCIATION GUIDELINES, INCLUDING THOSE IN OUR WAITING ROOM, CONFERENCE ROOMS, OPERATING ROOMS, ADMINISTRATIVE AREAS, AND RESTROOMS. FURTHERMORE, STRICT PROCEDURES ARE IN PLACE TO FULLY CLEAN AND SANITIZE OUR FACILITY AFTER EACH PATIENT LEAVES AND BEFORE THE NEXT PATIENT ARRIVES.
- WE HAVE INSTALLED MEDICAL AIR FILTERS IN THE AIR CONDITIONING THROUGHOUT OUR FACILITY.
- AS AN ADDITIONAL SAFEGUARD, WE WILL PROVIDE YOUR TREATMENT IN AS FEW LOCATIONS WITHIN OUR FACILITY AS POSSIBLE.

Since 1988, Staten Island Oral & Maxillofacial Surgery has provided our patients with the highest level of care and concern. Accordingly, we continue to review and revise our practices with your wellbeing in mind. To support our efforts, we ask that you do your part in helping us to make your visit safe and successful by complying with all our procedures. Please let us know if you would like clarification or feel uncomfortable with any aspect of our new protocols. As always, our staff are seasoned professionals who will always seek to make your experience both a safe and satisfying one.

Sincerely,

David Hoffman, DDS, FACS
Lydia J. Lam, DDS, FACS
Steve Yusupov, DDS, MD