



Terry Gomez, DDS

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505-296-5200

Dear Patients, Family and Friends,

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

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office. Your temperature will be taken as you arrive at your appointment.
- We have hand sanitizer that we will ask you to use when you enter the office and when your visit is done. You will also find some in the reception area and other places in the office for you to use as needed.
- You may see that our waiting room will have limited availability and we are encouraging patients to wait in their vehicles if at all possible. We understand that some patients may use public transportation or a driving service to travel and we will accommodate those that need a place to wait. All magazines have been removed.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment or may be asked to reschedule due to our need for a decreased number of patients per day as recommended by the State of NM.



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- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

A critical part in all of this is the obtaining of Personal Protection Equipment (PPE) which is in short supply. We are making every effort to open but cannot do so without the proper equipment. We understand that recently the restrictions have been lifted for Dental Offices in most NM counties, however, we cannot open without meeting very strict protocols. We ask for your patience as we are doing everything we can to reopen and understand that everything we do is for the safety and protection of our community. If you have any questions about the steps we are taking to keep patients and staff safe in our practice please call us at 505-296-5200 or e-mail us at tgomezstaff@gmail.com . We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Terry Gomez DDS and Staff