



**BERRY GOOD**  
*Cosmetic & Family Dentistry*

Berry Good Dental Care PC / Syracuse Smiles

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Dear Valued Patients of Berry Good Dental Care / Syracuse Smiles,

The team at Berry Good Dental Care is excited to have the opportunity to welcome you back! We have implemented several new protective measures in order to keep you and our team safe. Our office has always utilized high-end personal protective equipment (PPE) that has exceeded all of the CDC guidelines. However, in light of the COVID-19 pandemic, we have instituted additional guidelines and protocols to ensure your safety. You will see many changes within the office, as we now have new ways to schedule your appointments and manage your insurance and financial transactions.

First, you will be contacted 48 – 72 hours prior to your appointment via phone, text, or email. At this time, we will ask a series of health-related questions. It is a requirement to have this questionnaire completed prior to your appointment. If this step is not completed we will have to reschedule your appointment. In addition to extensive team training on infection control and patient management procedures, we have instituted some additional measures and precautions for your protection:

1. Personalized arrival procedures to guide you from your vehicle directly to treatment rooms.
2. Maintaining social distance in the reception area for essential caregivers and parents of minors (if they cannot wait in a vehicle or outside of the clinic).
3. Miscellaneous items such as magazines have been removed from the reception area to minimize potential transfer of germs. Hand sanitizers will be strategically positioned throughout our clinic.
4. Providing additional educational materials related to the COVID-19 pandemic in order to enhance your awareness of the health issues related to the virus.
5. We will require a mask to be worn by ALL patients upon arrival to the office. Masks are to be worn at all times outside of the treatment rooms. We ask that patients bring their own masks prior to their appointment.
6. Sneeze guards / droplet barriers have been installed at all reception areas.
7. There is now a new infection control fee of \$10. Although this fee is paid up front at the patient registration desk, it will be billed to your insurance company and reimbursed if covered by your respective insurance plan.
8. Hand washing/hand sanitization is required before all appointments, by our team and by our patients.
9. Prior to treatment, patients will receive an oral pre-rinse of dilute hydrogen peroxide or chlorhexidine solution, in order to reduce exposure to germs.
10. All team members are required to undergo periodic testing for COVID-19.
11. Patient's temperature will be digitally recorded at every visit upon entering the office.

12. Office staff will have their temperatures recorded and lung efficiency assessed at the beginning and end of each work day.
13. Payment arrangements will be made in advance in order to avoid delays and to permit a contact free exit from the office after treatment.
14. Enhanced operatory disinfection procedures for all surfaces have been implemented between patients.
15. Ambient air management with HEPA 13 air filtration units to run continuously in treatment rooms and common areas in order to remove any potential germs circulating in the air.
16. Enhanced HVAC disinfection with UV light.
17. Enhanced operatory disinfection procedures will be employed before and after all appointments with mist or fogging devices in order to access hard to reach places that may otherwise be missed.
18. Doctors and team will be provided with new personal protective equipment like visors/face shields, Level 3/N95/KN95 masks, and protective attire to provide barriers against small viral particles.
19. Protocols to reduce or eliminate airborne aerosols during all dental procedures have been introduced.
20. Enhanced nightly disinfection procedures of equipment and offices fixtures (such as computers, keyboards, telephones, tablets, chairs, doorknobs, etc.).
21. Disinfection of all outside mail and packages that enter the building.

22. Longer appointment times will be allotted for patients in order to prepare and complete all appointment tasks and duties in the safest and most comprehensive manner possible.
23. Teledentistry services will be provided for follow-up regarding lab reports. Office communication will be available online or through video education portals.

The onset of the COVID-19 pandemic has presented many challenges, particularly to the dental profession. We have worked closely with our local and state dental associations, as well as heeded instructions from the ADA, CDC, etc. during the economic shutdown in order to ensure that our office is compliant with all new health and public policy standards moving forward. The quarantine period has also served as a time of self-evaluation and reflection, permitting us additional time to make many positive changes. The resolve, fortitude, dedication and commitment of our office to providing excellent quality comprehensive dental care is renewed as we move forward during these unprecedented times.

Sincerely,

The Staff at Berry Good Dental Care / Syracuse Smiles