



Dear Valued Patient,

As Coronavirus has become an evolving and uncertain public health issue affecting people globally and close to home, West Coast Dental wants to assure you, our valued patient, that your health, safety and well-being are of the utmost importance to us. I am writing to you to update you on all the steps that West Coast Dental is taking to deal with Coronavirus Disease (COVID 19). We care deeply for our staff members, doctors, partners and our patients, which is why we have elected to keep our doors open so we can assist patients in need of dental care. We are taking the following steps to ensure your safety:

- A cleaning crew was employed to clean the offices nightly to make sure all surfaces (counter tops), flooring, bathrooms, door knobs etc. are wiped clean with cleaning agents.
- During the office hours our team members are instructed to clean all surfaces throughout the day to help create a more sterile environment.
- All instruments are sterilized throughout the day.
- Our offices are following ADA/CDA/OSHA and CDC recommendations.
- We are asking all employees that have flu like symptoms to stay home to minimize contact with other staff members and our patients.
- We screen our patients for international travel, look for signs and symptoms of infections, which includes taking their temperature upon arrival as part of our routine assessment prior to performing dental procedures.
- All of our team members are equipped with protective gear such as mask, shield, glove, sterile gowns to ensure minimum contact with germs and viruses.
- Hand sanitizers are available for all of our patients and team members. All employees will continue to follow CDC recommendations and wash their hands with soap and water throughout the day.
- We are asking our patients to rinse with 1% hydrogen peroxide before each appointment since Coronavirus is vulnerable to oxidation.
- Coronaviruses are enveloped viruses, meaning they are one of the easiest types of viruses to kill with the appropriate disinfectant. We will clean and disinfect public areas such as chairs, bathrooms, and door-knobs frequently.

At West Coast Dental, our mission for Service, Excellence, Respect and Value (SERV) has always and will always reflect how we carry ourselves especially during these unprecedented times. We have staffed our offices and have extended hours to serve your needs. Please visit us with confidence.

Regards,

**Dr. Payam Sohrab**  
**CEO and President**

For more news and updates on COVID-19, please visit the California Dental Association:

<https://www.cda.org/Home/News-and-Events/COVID-19-coronavirus-Updates>

Visit us at: [www.westcoastdental.com](http://www.westcoastdental.com) call or text to schedule an appointment at: 888-329-8111