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Dear 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 has always been a top priority for our practice and due to the Covid-19 outbreak, we are asking all patients cooperate with these new office protocols for the health safety of both our patients and staff.

Prior to your appointment:

- Please follow the [link](#) to complete the online forms at least **48 hours prior** to your appointment.
- Plan to arrive on time for your scheduled appointment as our schedule has been redesigned to maximize social distancing and having the fewest number of people present in the office at one time.

When you arrive for you appointment the following protocols will be used:

- **Inform us by text when you arrive.** All patients will wait **outside** the outer street-side entrance to the office.
- **Patients will then be notified via text message and a staff member will come out to meet you and take your temperature outside the building.**
- We have hand sanitizer that we will ask you to use when you enter the office.
- No patient may be accompanied by a guest and please bring only limited personal belongings.
- We prefer that you not use the restroom at the office so please plan ahead. However, our restroom is available should you need.
- ALL patients must wear a **face mask** in order to enter and exit the office and have it on at all times until directed otherwise as it relates to your actual treatment.
- Appointments and the overall practice schedule will be managed to allow for social distancing between patients and for longer times to disinfect the room between patients. That might mean that you're offered fewer options for scheduling your appointment.
- 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.

After your appointment:

- Patients are asked to replace their masks and depart the office directly and promptly.
- Patients will be notified of charges for your office visit via text message and charged to your previously provided credit card. Follow up appointments may be booked at that time.

We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends. Thank you for your cooperation and patience during this time, it is necessary and very much appreciated!

Sincerely,
Dr. Mitchell Bloom & Staff