



**Boylston Street
Dental Group**
Complete care. Complete comfort.

To Our Valued Patients

Dear Valued Patients of Boylston Street Dental Group,

On behalf of the entire team at Boylston Street Dental Group, I hope this message finds you and your loved ones safe and healthy during this unprecedented time in our lives. We have been busy preparing for your safe return to our office and we would like to share with you some of the changes you will notice when we welcome you back on May 26th, 2020. One thing that will remain unchanged is our commitment to the dental health, safety and overall well-being of your family.

In keeping with the American Dental Association, Massachusetts Dental Society, Centers for Disease Control and Prevention and Occupational Safety and Health Administration guidelines and recommendations, we will be practicing social distancing throughout the office as well as changing our confirmation, check-in and check-out procedures.

You will be contacted by text or email prior to your dental appointment where we will be asking you some questions about your current health. We will be informing you about your scheduled dental appointment as well as collecting copayments, if necessary, over the phone. By moving forward this way we will be minimizing face-to-face interactions at the front desk area.

We have adjusted our schedules to reduce the volume of patients that we are seeing in a day. This will ensure sufficient time between patients to properly clean and disinfect our treatment rooms. Please note that routine hygiene appointments (dental cleanings) will not begin until at least phase 2 of the “safer at home” protocol.

Please arrive at the office no more than five (5) minutes prior to your scheduled appointment. We are asking this of our patients so that we can continue to practice social

distancing. Please call us at 617-232-7100 or 617-566-6900 if you have any issues pertaining to your scheduled appointment.

Only the patient will be brought into the office for the appointment, please no companions or additional family members. Only a caregiver, parent, or guardian may accompany a patient to their appointment, if necessary.

There will be a hand sanitizing station at the entrance to the office for everyone to use. We will be screening temperatures with a no contact thermometer prior to entering the office. Please leave your mask or face covering on unless instructed otherwise by a member of our team.

You will notice that in keeping with the CDC, ADA, and OSHA guidelines, we have removed all toys, pamphlets, and magazines from the reception and front desk areas in order to eliminate congregating in the reception area to ensure social distancing protocols.

Our office will continue to adhere to or exceed regulatory agency recommendations for infection control as we always have. You will notice continued use of personal protective equipment for the safety and health of our patients and our entire team. We encourage you to ask any questions that you may have and hope you will help us in keeping your dental experience safe and pleasant.

We have missed you all and we value your confidence in us as we continue to provide the excellent dental care that you expect from us. We look forward to seeing you again soon!

Stay well and stay healthy,

The Boylston Street Dental Group Team

[what to expect upon return](#)

If you no longer wish to receive these emails, you can [unsubscribe](#).

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