



To Our Valued Patients and Patient Escorts Regarding COVID-19 (Coronavirus)

To help us maintain safe operations during the COVID-19 pandemic, we request:

Please delay your appointment if you have tested positive for COVID-19 within the past 14 days and/or are experiencing any of the following symptoms:

- **If you are sick, have a fever, or just don't feel well**
- **If you have signs/symptoms of lower respiratory infection with dry cough, fever, or shortness of breath**
- **If you have a runny nose or sore throat**
- **If you have experienced loss in your sense of taste or smell**
- **If you have unusual Gastrointestinal Symptoms of Nausea, Vomiting or Diarrhea**

**Please note all travelers arriving to Massachusetts from selected states and over-seas (including Massachusetts residents returning home) are instructed to self-quarantine for 14 days or present a negative COVID-19 PCR test when returning home. These state orders and guidances are fluid and evolving. Please refer to the latest updates to the Commonwealth's Covid-19 travel restrictions at MA.gov for guidance. At Lucca Oral and Facial Surgery, we require compliance all state orders and guidances.*

For further information about COVID-19, please refer to the Centers for Disease Control and MA.Gov.

In preparation for your arrival to your office, we ask that you help us maintain a safe environment in response to COVID-19 by minimizing patient traffic and wait time in our reception area. To this end **we ask that all on-boarding paper work and registration material be filled out and signed digitally through our online registration platform via our website at:**

<https://www.luccaofs.com/registration/>

(Follow "***Click Here for Registration Forms***" to be directed to our HIPPA compliant online registration site).

Additionally, **we ask that you arrive at your appointment alone** (unless you are a minor that requires the mandatory presence of your adult guardian, you are disabled and require physical assistance, or if you require language assistance).

***Please wear a mask to the office.** If you do not have a mask, one will be provided for you. We are a health care facility and are still required to promote mask wearing in our office to protect our vulnerable patients.

To minimize personal exposure and maintain social distancing, **we ask that payment due for your appointment be completed by phone or by utilizing of our secure Text-to- Pay messaging system before arriving to the office.**

If your general dentist has given you a written referral, please remember to email that form to us bring it with you to your appointment, **or please see that your dentist has forwarded your referral electronically either by email or via our online referral system at:**

<https://www.luccaofs.com/referrals/>

We are grateful for our patients and thank you for your trust and confidence with your care and your safety is important to us. Lucca Oral and Facial Surgery has adopted enhanced measures that exceed CDC and OSHA recommendations to protect your health.

- **All patients are pre screened and you will be asked to answer questions related to COVID-19 prior to your appointment.**
- **We require that all person's entering the practice wear a mask and only patients with appointments and one patient escort (when indicated) will be permitted in the office. We expect that social distancing be respected and as much of a safe distance as possible be maintained unless in treatment.**
- **We ask that all patients arrive on time to allow time for appropriate disinfection between patients and to minimize traffic in the common areas.**
- **Hand Sanitizer is available to you at your visit and we are avoiding handshaking.**

- **We have advantaged our technology and paper-free systems to minimize physical exposure.**
- **We have invested in State of the art MERV 17 and UV-C air sanitation technology for our common areas and our surgical suites.**
- **And we ask that you reschedule your visit if you are sick or if you have not been vaccinated and been exposed to anyone ill in the last 2 weeks.**

For Further Information about Covid-19, please refer to the Centers for Disease Control and Prevention link here:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Sincerely,

Lucca Oral and Facial Surgery