

September Newsletter

September 14, 2020

We are open!

Greetings parents and patients of Santa Barbara Children's Dental Practice,

We hope this newsletter finds you well during these tough times. We know most of you are either helping the children with Zoom classes, managing jobs from home, and helping elderly parents. So we wanted to give you an update with the status of our office.

The office has been opened since June, although at about half the capacity. With Santa Barbara county still on the watch list, we are providing dental care with the safety of your family and of our team in mind. Some of you have contacted us because the children need to be seen urgently, and we have tried to reach out to patients who are sorely overdue for checkups or pending dental treatment.

We are still trying to get many patients who have been cancelled from March to the present to come back for check ups. With that in mind, we have implemented new safety procedures for our patients.

- 1) We have reduced the number of people in the 900 sq ft office: So one child per hour, parents are encouraged to stay outside (in car or chairs set up outside).

****Please wave to us through the window when you get to the office. We will come out to measure your temperature and guide you through the entry protocol.****

The 1 hour per child includes the time that our staff needs to disinfect the treatment room and turnover the chair for the next patient.

- 2) Only the doctors (Annie or Jenn) are performing the cleaning, we do not have an assistant or hygienist to do the cleanings.

Drs Annie and Jenn cover different days of the week so we can no longer accommodate seeing siblings at the same time. Dr Annie is on Monday, Tuesday and Thursday. Jenn is on Wednesday and Friday.

For families with 3 or more children, please consider splitting up the appointments so that another family can be accommodated: for example, 2 children for 1 day, the third child comes on another day.

- 3) Our appointment times are limited, our scheduling staff is trying their hardest to help, so please be patient and flexible when they are helping you. We have adopted a digital confirmation system called Lighthouse360. It will use your phone number (for texting and voicemail) and/or email on file to reach you for medical registration updates and appointment confirmations. Please feel free to give us your feedback as to how LH360 is working.

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- 4) Potential new patients who do not have any dental concerns: please call us to schedule the first visit in Spring 2021.
-Potential new patients who have dental concerns (cavities, pain): please call our colleagues Drs Ruby and Rochon.
 - 5) Our existing younger patients (**under age 5**): We'd like to get you back in but note that only AM appointments can be made. Behavior management is a big issue with the dentists all geared up in PPE - potentially looking a bit scary for the little ones so parents will have to decide as to when your child is ready.
 - 6) Patients **older than 17**: We appreciate you and loved caring for you all these years, but this may be a good time to transfer to an adult dentist. Please talk to us so that we may advise you on how to transfer.
 - 7) A reminder note on dental insurance: We don't have a dedicated insurance and billing coordinator, so please help by giving us any update or changes ahead of your visit. Dr Annie is only contracted with Delta Dental PPO. For all non-Delta insurances, Dr Annie is requesting that you pay up front for the service on the day of the visit. We will still submit claims to your insurance for you as a courtesy, but Dr Annie is having a difficult time chasing down insurances that delay or refuse payments.

With that said, please give us a call so that we may assist you with scheduling your child!
Please stay safe, stay positive, and be kind to each other. Brighter days and brighter smiles are just ahead.

Best regards from the team!

A big big thank you!