

# Herman Ostrow School of Dentistry of USC

Dear Valued USC Dental Patient:

We are contacting you on behalf of the Herman Ostrow School of Dentistry of USC. Although we have not yet been granted permission to begin patient services by the County of Los Angeles, we wanted to inform you of those updates we've made to ensure your health and safety once we can again provide dental care services.

Once we can begin scheduling in-person visits, USC Dentistry has implemented new processes to ensure your safety and peace of mind during your next appointment. Here is what you can expect:

- *We have developed a mandatory COVID-19 training program so that all faculty, staff, and students on our premises are well-versed in how to keep you and themselves safe*
- *Before entering the Norris Dental Science Center, all patients, staff, students, and faculty will be screened for COVID-19 symptoms, including fever, cough and shortness of breath*
- *A face mask is required upon entry to the Norris Dental Science Center*
- *We will be practicing social distancing, including all dental care procedures, and have sanitizer stations widely available*
- *Dental care providers and staff will be using the proper personal protective equipment, which may include a mask, protective eyewear or a plastic shield*
- *Modifications are being made to our air circulation systems to ensure proper and safe air "scrubbing"*
- *Dental operatories will be thoroughly cleaned before and after visits*

Please note that when your student dentist (resident, faculty practice doctor) is able to resume your care, we will contact you to schedule an appointment. In the interim, if you are experiencing pain or have some other form of dental emergency, call (213) 740-2805.

We are proud to serve you as your dental care provider and look forward to resuming operations in the very near future. Thank you for your patience and for entrusting USC with your dental care needs.

Douglas C. Solow, DDS, MBA  
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