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[OneDaySmileSolution.com](http://OneDaySmileSolution.com)  
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Dear Patients, Family and Friends,

Emotions are high right now as our staff, doctors and patients try to navigate work, family and all of their concerns during the COVID-19 global pandemic, but also new challenges in their personal lives.

For over 35 years, I have served New Albany and the metro Louisville area as a dentist. I've lived through the HIV scare in the 80's, recessions and wars during my career. Many of our patients have trusted their care with us for 20 years or more.

I have spent the last few weeks reviewing every protocol, method and material we use to ensure that we are absolute state-of-the-art in our sterilization, disinfection systems and office procedures. I reviewed every solution, piece of equipment and instrument we use so I could sleep at night knowing that I could say with confidence to our patients that:

***Your safety is our #1 priority.***

***When it comes to your safety, no expense is too great.***

Here are some of the things we've accomplished that are integral to providing the absolute best care available in dentistry today:

1. We bought a state-of-the-art HEPA filtering system for my HVAC system, which includes a UV light which kills airborne bacteria, fungi and viruses as they pass through the new filter. Any concerns you might have about aerosols or any airborne bugs have been addressed by the latest technology in the industry.
2. We bought a brand new state-of-the-art Hospital Class Tuttnauer 3870 autoclave (sterilizer). This new cutting edge autoclave has a faster sterilization cycle and sterilizes a lot of instruments at one time. Additionally, we perform weekly spore testing, where we put spore strips in the autoclave and weekly mail those off to the state to ensure that our sterilization is effective. Our patients can have total confidence that every instrument we use for their dental care is safe and 100% sterile.
3. This new autoclave was a large investment, but well worth the investment to ensure that our patients would never have to wait for something to be sterilized, and most importantly, that our system and equipment was state-of-the-art and highly effective.
4. We repainted the whole office. Yes, this was mostly cosmetic, but we want everyone to know that we didn't sit idle during this time. We want everyone to have confidence that all of this stuff going on is IMPORTANT to us.

## What did I change after my comprehensive review...

### ...of ALL of our procedures and systems in the office?

1. Every staff member will wear footies / hair nets to cover their shoes and hair while in patient treatment areas. If they leave the treatment area to go to an administrative area of the office, they will be required to remove the footies so there is no “tracking” of anything from a treatment area. I have privileges at a local surgical center where sterilization and disinfection are on par with the hospital operating rooms. We are going to “up our game” so we are on the same level as the hospitals and surgical centers in this area.
2. I’ve hired a medical garment laundry service to launder our scrubs used in the office. We will abide by the strict protocols used by our local hospitals. All Staff will wear street clothes to the office and change into their scrubs upon entering the office, so there is no transmission of anything from the outside world into our office. I want to ensure the absolute highest level of safety for our patients. They will change back into their street clothes at the end of the day when going back home.
3. Every surface that is touched, is disinfected with CaviCide™ for your maximum protection. CaviCide™ is the most powerful sanitizing agent available for eliminating germs, bacteria and viruses. CaviCide™ has FDA approval, and is even registered with the Environmental Protection Agency. It is the number one surface disinfectant in the dental industry and trusted by leading infection control experts.



#### *Providing Protection & Peace of Mind with CaviCide™*

CaviCide™ is hospital grade disinfectant strong enough to kill E. Coli, MRSA, Staph, Listeria, Human Coronavirus, TB, Hepatitis B Virus, Hepatitis C Virus, HIV, viruses (hydrophilic and lipophilic), bacteria (including MRSA and VRE) and fungi. Our patients are scheduled in such a manner that we have the time it takes between appointments to disinfect every surface and item to meet and actually exceed the EPA and CDC Guidelines for Disinfection and Sterilization.

All patient visits will undergo the Cavicide Sanitizing process after every contact, including:

Door knobs, Countertops, Dental chairs, Light Switches...*literally* anything that is touched!

This high level of service is just one of the ways that we are making it safe and comfortable for our patients to get the care they need and want. Dr. Ron Receveur and Dr. Brad Frederick and all staff are used to going above and beyond for our customers...it is second nature.

Feel free to call our office with any questions. We look forward to seeing you and caring for your needs as we have for over 35 years.

All the Best,

Ronald L. Receveur, DDS

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