

WE'RE BACK!

Official patient newsletter of Caldwell Dental of South Pasadena



It's Official!
We will be able to reopen Monday, May 11th!

We have missed all of you very much and want you to know that your safety is our top priority. ***Did you know that our A/C system has always been extra special?*** Designed by a hospital team, every detail has been chosen carefully to keep you as safe as possible. We have three individual A/C systems that allow all of us to keep air from treatment rooms separate from the reception area and all other areas of the office. In our treatment rooms, each individual operatory has its own air vent and return ductwork. "Positive Air Ventilation" directs the air from the vent immediately into its own air return. ***What does this mean?*** It means in each operatory, air gets pushed directly AWAY from hallways and directly into the air return to be cleaned.

For several decades, it has been known by scientists that broad spectrum germicidal UV light is very effective at killing bacteria and viruses. Our A/C systems have always been equipped with UV lights that destroy microorganisms such as mold, mildew, fungi, bacteria, and viruses like SARS-CoV-19 as the air passes through. ***But what about the air that doesn't pass through the system?*** In addition to the UV lights, our system also utilizes RGF's patented PHI-Cell® technology. Here's a little information taken from their website: "When the HVAC system is in operation, the Guardian QR+ creates an advanced oxidation plasma (AOP) that is distributed through the duct system into the conditioning living space. Unlike passive air technologies, which need pollutants to pass through the unit for purification or filtration, the Guardian QR+ sweeps through actively purifying pollutants at the source. The advanced oxidation plasma consists of hydro-peroxides, oxide ions and hydroxide ions. All are friendly oxidizers that are found in nature's process of cleaning the outdoor air and are safe for humans and animals alike."

We have always strictly adhered to infection control of surfaces, instruments, and have always taken pride in the technology we have to sterilize our equipment. Not only do we utilize the standard Ultrasonic unit and Moist Heat Autoclave, we also utilize the additional technology of the Miele Bioburden Removal Unit as well as a Statim Dry Heat Sterilizer. Your health is our utmost concern.

We ask that patients wear a mask into the office. As you enter, you'll notice we have temporarily removed the upholstered chairs and replaced them with chairs that we can sanitize regularly. Each patient will have their temperature taken. Each treatment room will be disinfected immediately after each patient. All instruments are either disposed of or sterilized and individually wrapped for each patient. Credit cards will be sanitized before and after use. Being a small office, it's nice to know that there are typically only a few people here at the same time anyway!

While we will miss giving hugs and connecting with you, we know this is all temporary and hope that you can still feel the love through all our protective gear when you come to the office!

With the vast innovations to help fight viral outbreaks from spreading, we are confident we will defeat this virus with our united efforts. Life will soon return to a state of normality, and we will be able to put this behind us. Move forward with peace of mind and confidence knowing that you and your family may seek dental care safely at our office.

We want to know what your concerns are and how we can serve you better. Please feel free to respond to this email or call Elizabeth at 727-343-9134.

Hope to see you soon,
Dr. Rachel Caldwell and Team



As you all know, keeping your whole body healthy is important in fighting illnesses, so keeping up with your regularly scheduled appointments and treatment is best. Waiting to deal with dental problems and maintenance always results in more time and more expense. If you have questions, please call and speak with us. You are our dental family and we care about you!