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QUARTERLY NEWSLETTER – JUNE 30, 2020

VINA Community Dental Center

REOPENING VINA

Our community has been through a lot over the last few months, and all of us are eager to embrace our “new normal” habits and routines. At VINA Dental, our foremost concern is the safety of our staff, volunteers, and patients. It is this concern that has driven our dedication to ensuring a safe environment in the clinic for everyone.

Infection control has always been a top priority at the clinic. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to share with you our control procedures we follow to keep patients and staff safe:

- No companions will be allowed in the building to wait for patients during appointments.
- Hand sanitizer will be available throughout the office.
- We have removed extra miscellaneous items, including magazines and desk decorations.
- Chairs have been rearranged to allow for social distancing and provide barriers.
- Appointments will be managed to allow for social distancing and thorough sterilization between patients. We will be scheduling high-risk patients early in the morning to minimize chance of exposure.
- Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (ODHA). We follow the activities of these agencies so that we are up to date on any new rulings or guidance that may be issued.



Currently, VINA is able to continue to schedule dental emergencies, all removable prosthetics steps, as well as simple extractions. We are working towards obtaining the necessary equipment we need to safely accept Fillings and Hygiene patients. Everything we do is to ensure your safety and health, so you can enjoy dental care you need with confidence and peace of mind.

We are hoping to start scheduling hygiene and restorative appointments in mid-July when we receive and install the air purifiers necessary to remove the aerosol created by these appointments.

VINA SPRING ONLINE AUCTION 2020

The Spring Gala is one of the annual fundraising events that VINA Dental hosts to raise operational funds for the clinic. Due to the COVID-19 epidemic, the annual event was converted to an online auction. It was the first Spring Auction in the history of VINA Dental, and it went very well!

The items included in our Online Auction were donated by local businesses, community members, and dental offices.

During the auction, we premiered the latest Patient Testimonial video, which can be viewed on Youtube and our Facebook.

We are happy to announce we reached our revised fundraising goal! The money raised by the event will go toward clinic operation costs, which includes the cost of the new safety measurements that need to be implemented before we can fully reopen.

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WILL YOU ANSWER THE CALL?

Following the COVID-19 epidemic, we are expecting to see a surge of new patients who qualify for dental care at VINA due to job loss. In order to see new patients, reschedule appointments that were cancelled during the sat-at-home order, and schedule summer appointments, the clinic needs help from our community.

VINA is in need of volunteers to fill openings at the front desk. These volunteers play an important role in making VINA a dental home as they provide smiles and a welcoming presence to anxious patients. Front desk volunteers are needed to check-in patients, schedule appointments, answer the phone, and file patient folders.

The clinic also needs assistance from the dental community in the form of volunteer hygienists and dentists. In an effort to keep current patients up to date on their oral health and onboard new patients, we need to offer more appointment dates and times. This will only be possible if the dental professionals step up to donate any time and service they can to VINA.

The community has supported the clinic since 2008, and we are looking forward to continuing this relationship.

2019 ACCOMPLISHMENTS

VINA Community Dental Center accomplished some amazing things in 2019 thanks to our supporters, and we wanted to share the highlights with those who made it possible:

- The clinic welcomed 152 new patients, which was a 48% increase from last year. With the addition of these new patients, the total number of patients at VINA in 2019 was just under 1600. The clinic provided just over \$638,00 worth of Dental services, including work by our volunteer specialists.
- VINA hired an experience part-time dentist to offer more regular hours, making scheduling easier and less stressful for patients.
- The clinic launched a preventive incentive program, which offers patients a discount on their 6-month hygiene appointments. We have seen a decrease in the number of backlogged patients who had not paid for or scheduled a 6-month hygiene appointment.
- A new patient testimonial video featuring two VINA patients premiered during the 2020 Spring Gala, which we had to convert to an online auction due to COVID-19.
- The clinic served 35 emergency dental patients who were experiencing pain and discomfort during the COVID-19 epidemic. We did not charge these emergency patients the normal appointment fee as we did not want to add to their financial hardships during this trying time.
- The ADA recognized VINA's Emergency Dental referral program and the staff at VINA presented in a webinar. The webinar reached over 150 dental professionals and students, providing information and advice on how other clinics could establish a similar referral system.
- In January 2020, Congresswoman Slotkin visited the clinic as part of her Cost of Healthcare tour. She talked to patients, volunteers, and dental professionals about the amazing work done at the clinic and

toured the facilities.

- VINA collaborated with Livingston County's Veteran Services Department to better connect and serve the veterans in the county.

- We have partnered with U of M Dental School to expand services to veterans in 7 counties through the Victors for Veterans program scheduled for Fall 2020.

- Livingston Leadership Council on Aging, which is made up of county leaders concentrating on solving issues for seniors, has also collaborated with VINA to better serve seniors in need.



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- In an effort to maintain and strengthen the established relationships with businesses who continually support the clinic, and encourage new relationships, our team developed a sticker program for patrons and customers to see which restaurants and businesses give back to the community by supporting VINA. Each sponsor received a window-cling sticker with the VINA logo and a QR code that takes you to the VINA website.

SAVE THE DATES



7th Annual VINA Golf Classic

July 27, 2020
9 AM Shotgun

Lakelands Golf and Country Club
8760 Chilson Road
Brighton, MI 48116



The U of M/MSU Tailgate

October 8, 2020
5:30 PM

Crystal Gardens
5768 E Grand River Ave
Howell, MI 48843