

# ClevelandSmiles...again!

Dear Patients, Colleagues, and Friends,

We've been thrilled to take care of so many of our old friends and new ones over the past few months as we have gotten back to work. In addition to our new air-filtering system and sterile water supply, our ClevelandSmiles team has found comfort in our disposable gowns, masks, caps, and face-shields. Our patients have become accustomed to calling in from their cars and answering Covid-related questions before coming into our space, where these questions may be repeated, along with having their temperatures taken. And when our patients are seated, they do a pre-procedural one-minute rinse before a review of the scheduled treatment is completed. Thankfully, thus far we have all remained healthy, allowing us to move forward with dental care.

Karin and Alysia are working behind plastic shielding while also donning masks. They're doing a wonderful job welcoming our patients and answering a myriad of questions, including those related to patient health. Like the rest of our team, they arrive at 6:45am to get ready for our day - including the daily screening and temperatures of our staff. Treatment-wise, Amy and Debbie are thrilled to be back up and running, taking radiographs (xrays) and doing prophys (cleanings). With the use of digital xrays and a hand-held xray unit, they can be both accurate and speedy; this also applies to their brand new intra-oral cameras and Diagnodent, which aid in cavity-detection and problem-spotting. Both hygiene units are now equipped with a special high-speed suction mirror to help eliminate excess saliva and water, while also reducing aerosols. Traci and Deb have also stayed extra-prepared. Deb has made sure that both our patients and teams have the appropriate PPE gear, having previously established an agreement with our long-time suppliers. Traci heads our safety protocols, monitoring things from medical response kits to sterilization procedures. Both EFDAs do an amazing job in patient treatment, from restorative work to digital impressions. The three of us "in the back" like to point out that together we have over 100 years of experience in treating patients!

Most of all, thanks to our patients, their families, and friends who have entrusted us with their dental health. Whether they visit us for "check-ups," repair of decay, or cosmetic procedures like gum-contouring, bonding, veneers, or crowns, we're thrilled to take care of everyone - in a safe, clean environment with the very latest in equipment and techniques.

Sincerely,

Steve Marsh, DDS

P.S. Many of you have been kind enough to ask about how the rest of the Marsh family - as well as our team's families - are doing and wondered if we've had a chance to visit with our daughters and their families. (In fact, among others, my long time friend and patient Barry Cramer stopped me at Heinen's to inquire about them and to let me know that he enjoyed these monthly updates.) Wendy and I have taken the opportunity to visit "virtually" with them on a daily basis - not unlike so many of you and your loved ones. And I'm pleased to let you know that as I write this, Jonas and Griffin - our grandson born in March - are in Cleveland visiting with Mimi and Grampa, while Owen and Aiden are riding out the latest storm in the New Orleans area.

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Dr. Steven Marsh

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