



# Dental Health Products, Inc.

2614 North Sugar Bush Road | P.O. Box 176 | New Franken, WI 54229-0176

**800-626-2163** | [www.dhpionline.com](http://www.dhpionline.com) | 920-866-9001 | Fax 920-866-1865

April 29, 2020

Dear Valued Customer,

I hope this letter finds you safe and in good health. As you prepare to reopen, two critical concerns need to be addressed. Where Do I Obtain PPE and How Do I Prepare My Practice to Be Safe for My Employees and Patients? We understand and share your concerns. I want to address these concerns by explaining where we were, where we are, and where we plan to be.

At the onset of the pandemic, DHPI maximized our order limits on the PPE that was declared most critical by the CDC, OSAP, and the ADA. Almost immediately, all healthcare distributors, including dental dealers were given allocations for PPE based on previous order history. This extended to new items the dental profession typically did not source or consume. Also, many PPE manufacturers were required to divert their production into the medical side of healthcare and areas where the need was highest. DHPI takes our obligation to provide to you, our customer, very seriously. So, at that moment, the entire DHPI team went to work, identifying new manufacturers and certified alternative sources for supply.

As an ongoing effort, DHPI has been actively sourcing reputable and certified products from current and new manufacturers to add to the DHPI portfolio of supplies and equipment. This is true not only for PPE, but for new products we believe that will be needed soon.

Presently, we have begun to source and build inventory for the next phase of critical care products not only for PPE and testing supplies, but also for aerosol containment, water treatment, and more. Rest assured, we only add products that are approved or registered by the FDA and other regulatory agencies and those recommended by the CDC. By focusing on products that meet their requirements, we are confident that we will continue to uphold our supply chain integrity and the safety of your dental practice.

Another stressor to explain is the unprecedented supply availability and price fluctuations on PPE and other supplies because of significantly elevated demand, increased raw material cost, increased manufacturing labor, increased transportation cost, product diversion to medical markets, and into areas the government deems the need to be most critical.



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The DHPI team is doing everything within our power to mitigate the impact on your practice; however, you will see prices that are higher than usual. A concerted effort has been made to hold pricing and terms where possible, for as long as possible, and if costs to source PPE ease, we will act accordingly.

As we progress through this unique time and in an ongoing basis, we are receiving shipments of face masks (ear loop and respirator), face shields, thermometers, hand sanitizer, disinfectants, surgical gowns, foot covers, headcovers and testing supplies. To ensure an equitable and consistent supply, we may continue to place order limits on these products. We strongly advise that you keep your orders in queue and provide your DHPI Account Manager updated information regarding your practice hours so we can affect timely delivery of your orders.

DHPI is committed to delivering critical care products for you as dental markets open across the United States. We will continue to seek new sources and products aggressively, and we will do everything we can to mitigate disruptions and shortages.

Our team is here to assist you in any way possible. Please, let us help you plan and prepare for your ***Grand Re-Opening*** and demonstrate to your patients and employees that your practice is safe and ready for business.

Be well. Be safe. Be healthy. We will get through this. Together.

Sincerely,

Dale Roberts

President/CEO  
Dental Health Products, Inc.