

## ENHANCED COVID-19 PROTOCOLS

Infection control has always been a priority for our practice. Our infection control processes are made so that when you receive care, it is both safe and comfortable. We want to tell you about enhanced measures to ensure your safety while in our office during the Covid-19 pandemic.

*We politely ask your patience as we navigate through our new normal.*

We are paying attention to every detail, from patient arrival, to procedure, to check out.

Our doctors and team are screened and have their temperature taken every day when they enter the building. They wash their hands upon entry and exiting the building. They will be required to stay home if they are ill and consult with their physician.

- Doctors and staff have been trained in the proper use of personal protective equipment to include masks, face shields, goggles, gowns and gloves.
- There will now be sneeze guards added to our check-in and check-out areas.
- We are attempting to be as paperless as possible. We require forms to be completed online or by iPad in the office prior to your visit.
- **Anyone entering the building will be required to provide and wear their own face mask or covering.** Anyone entering the building will have their temperature taken and be given hand sanitizer for use. Hand washing is available.
- We sanitize our public areas such as seating, check-in and check-out areas, tables, door handles and other hard surfaces after each family visit.

- We thoroughly clean each clinical room including wiping down all potential areas of contact such as doorknobs, chairs, and equipment with medical grade disinfectant wipes between each patient.
- Our office continues to be vigilant about frequent hand washing and regular use of hand sanitizer between each patient encounter, as is standard for our practice.
- We will limit the number of people who can access our reception and clinical areas.
- We have added HEPA filtration air purifiers in the office.
- We will distance patients from each other during treatment.
- Patients will rinse or wipe their mouths out with a disinfecting oral rinse prior to treatment.

Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment. However, we will be extending our hours and modifying our schedules to make this a temporary inconvenience.

**We are so excited** to start seeing you again! We have implemented new Covid-19 protocols to ensure that we are taking every necessary precaution to **prevent** the possibility of any exposure to COVID-19 in **our dental practice**. We have all been through a lot these past few months. Together we will weather this storm and we intend to come through with flying colors.

## **PHASE ONE**

Due to the number of appointments that were missed during the closure, we have decided the best approach to re-scheduling is to prioritize any patients that were scheduled for **restorative treatment (fillings, crowns, extractions, etc.)** in an effort to help alleviate or address current pain, suffering and discomfort.

Patients who missed their **6 month recall** appointment will be scheduled close to their **next 6 month** recall appointment.

It will take several weeks for us to contact all patients who missed appointments. *Please allow us time to call you.* If you have not heard from us by July 1, please give us a call. *If you have any emergent or urgent dental care needs, please reach out to us.*

## **SCHEDULING APPOINTMENTS**

Our office will communicate with you prior to your appointment to ask you some screening questions. You will be asked those same screening questions on the actual day of your appointment. You will be required to fill out the following forms according to your appointment and return them electronically before your appointment date.

- 1)New Patient medical history *or* medical history update
- 2)Covid-19 Informed Consent and Questionnaire
- 3)Treatment Plan
- 4)Send copy of Insurance card
- 5) Copy of picture identification
- 6)Office and Financial Policies
- 7)Notice of Privacy Practices

## **RESCHEDULING YOUR APPOINTMENT**

It is important to reschedule your appointment if you, your children or anyone in your household are not feeling well (*fever, cough, chills, sore throat, sinus infection, shortness of breath, gastrointestinal problems*) or has been exposed to Covid-19. It is imperative that you are forthcoming and honest regarding any risk

you may have or if you have been exposed, so that we can schedule treatment at a time that **poses the least amount of risk to your child and others.**

## **DURING YOUR APPOINTMENT**

For the appointment only one parent or guardian can accompany the child into to the building. As is already customary in our office, children scheduled for restorative procedures (fillings, extractions, crowns) will be escorted to the treatment area by one of our awesome team members.

Siblings, friends, will not be able to wait in the reception area. We encourage all parents to remain in their car during your child's appointment. We will gladly text you at the conclusion of the appointment and you may rejoin your child.

## **PHASE TWO**

During Phase Two we will return to scheduling our hygiene patients with close attention being paid to reducing aerosols. As is customary all patients will receive hand scaling to remove hard debris.

## **PHASE THREE**

As we closely monitor all requirements for dental care, we will update our protocols. We will do this with the safety of our patients and team in mind.

If you have questions or concerns about any of our new normal protocols, please feel free to reach out to us. We have always been grateful of the trust that you place in us to care for your precious ones. During these uncertain times, we appreciate you even more.