

COVID-19 Office RE-Open Protocol

For most of us during this time of COVID-19 presence, our daily routines have changed to some degree. For example, the face mask has become recommended just about everywhere. Some of the routines in the dental office have changed as well as we follow up-to date guidelines. Infection control has always been a top priority for our practice and you may have seen this during your visits to our office over the years. Our infection control processes are made so that when you receive care, it's both safe and comfortable.

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 (OSHA). We follow the activities of those agencies so that we are up-to-date on any new rulings or guidance that may be issued.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you beforehand to ask some screening questions.
You will be asked those same questions again when you arrive to the office.
- We require that all patients wear a mask to the office.
- We ask that all patients call the office upon arrival.
- All patients will have their temperature taken at our office.
A thermal scan thermometer is utilized for general screening.
- We have hand sanitizer that we will ask you to use when you enter the office.
You will also find some in the reception area and other places in the office for you to use as needed.
- You will find HEPA air filters throughout the office.
- We are keeping our office cooler to reduce proliferation of germs.
- You may see that our lobby/reception area will no longer offer magazines or a coffee bar, since those items are at risk to disinfect and maintain for your safety.
- Appointments will be managed to allow for social distancing between patients.
That might mean that you are offered fewer options for scheduling your appointment.
- We will allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

We look forward to seeing you and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice.