

## What We Are Doing to Keep You and Our Team Safe

We are excited to have the opportunity to welcome you back! Our office has always utilized personal protective equipment (PPE) that has exceeded all the CDC guidelines, however, in light of the COVID-19 Pandemic we have instituted additional guidelines and protocols to ensure your safety.

You will see many changes, as we have new ways of scheduling your appointments and managing your insurance and financial transactions. First, you will be contacted prior to your appointment via phone, text or email and asked a set of health-related questions. It is required that we complete this questionnaire prior to your appointment. **We will have to reschedule your appointment if we are unable to complete this step.** Below is a list of some of the enhanced precautions we have taken to protect you in addition to extensive team training on infection control and patient management procedures.

1. Limited waiting time upon arrival to eliminate contacting surfaces.
2. Maintain distancing in the reception area for essential caregivers and parents of minors if they cannot wait in a vehicle or outside the clinic.
3. Removal of magazines and items that can harbor or transfer germs of any kind. Hand sanitizers will be positioned throughout the clinic.
4. We require a mask to be worn by ALL patients upon entering the office. We have a very limited supply on hand for those patients that do not have a mask.
5. Installed a sneeze guard at the reception area.
6. Require hand washing and hand sanitizing before all appointments by our team and by our patients.
7. Introduce an oral pre-rinse for patients prior to initiation of dental treatment to help eliminate germs.
8. Record temperature of every patient upon entering the office.
9. Record the temperature of every team member each day at beginning and end of work period.
10. Payment arrangements in advance to avoid delay and allow contactless exit from the appointment.
11. Enhanced operatory disinfection procedures of all surfaces between patients, including mist and fogging devices to access hard to reach places that can easily be missed.
12. Ambient air management with medical grade H13 filters to continuously purify treatment rooms and common areas to remove germs from circulating air.
13. New personal protection equipment like visors, gowns, and masks for our doctors and team to provide barriers for patient and staff safety.
14. Introduce protocols to reduce airborne aerosols during all dental procedures.
15. Enhanced disinfection procedures throughout the day of equipment and office fixtures like computers, keyboards, telephones, tablets, chairs, doorknobs, and buttons that may be touched unconsciously.

16. Disinfection of all outside mail and packages that enter the building.

17. Longer appointment times for you to prepare and complete all appointment tasks and duties in the safest and most comprehensive manner.