



## Sanitization, infection control and Safety Standards

Our offices have always been committed to the highest safety standards and we are continuing to be diligent with strict screening measures and stringent infection control prevention protocols including:

- We're closely following guidance from the American Dental Association (ADA) and Centers for Disease Control and Prevention (CDC) when it comes to personal protective equipment (PPE).
- Our care staff must wear PPE at all times.
- Between each patient, equipment and instruments are sterilized and dental chairs and all surfaced that can be exposed to infection are thoroughly cleaned.
- All surfaces in common areas, are regularly sanitized keeping high-touch surfaces clean.
- Hand sanitizer stations are widely available.
- Special air filtration has been installed throughout the office.



## Symptom Screening and new wellness checks

New requirements are in place for care staff members and patients:

- Taking and recording all care staff temperatures prior to each shift, to ensure only healthy personnel are treating patients.
- Care staff who show any sign or symptom of Covid-19, flu or cold, must stay home until cleared by a healthcare provider.
- We will take temperatures and guide patients to sanitizing stations upon entering offices and instructing patients to rinse with anti-bacterial mouthwash prior and after treatments.
- Patients who are not feeling well are asked to reschedule appointments before coming to the office.



## Social Distancing



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:

- Wait by text is available, you can wait for your turn wherever you feel safe and request a text when it's your turn.
- Office entry will be restricted to only patients with appointments with no companions.
- A clear barrier will be installed in the front office.
- Deliveries will be accepted outside when possible and sanitized once in practice.
- Our waiting room will no longer offer magazines, coffee and so forth, since those items are difficult to clean and disinfect.
- Check-in will be done online via electronic forms rather than check in sheet.
- Patients will be moved quickly into treatment room
- We will encourage the use of our patient portal and pre-fill forms online before appointments.



## Adjusted Scheduling

We've Adjusted schedule to keep our patients and care staff safe

- We're adjusting the appointment times to limit the number of people arriving to the office at any given time and to allow extra time for additional disinfection protocols in place.
- Where possible, high-risk patients (such as older adults and those with underlying medical conditions) will be scheduled during the time when the office is less busy to minimize unnecessary contact.
- Symptomatic patients will be asked to reschedule their appointments to later dates.