

# Update Protocols May 18<sup>th</sup>, 2020

At Utter Dental Care (UDC), our priority is the safety of our patients, our employees and our community. Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. We have always followed CDC and OSHA guidelines practicing Universal Precautions. We are currently working on getting our office prepared to meet updated guidelines from OSHA, CDC, American Dental Association and local authorities' requirements for reopening post COVID-19. We are striving to ensure the safest possible treatment environment for our patients and work environment for our employees before reopening. With this in mind, we have temporarily put in place the following updates.

## Updated Patient Appointment Process

UDC has temporarily updated our patient appointment process. This change is for the safety of our patients and employees, and to further assist with our social distancing effort. Thank you for your help, patience and understanding.

- ✚ **Our Front Office Staff will ask for your help answering a screening questionnaire of COVID-19 symptoms and travel history when confirming your appointment.** We will have to reschedule your appointment if you answer YES to these screening questions. You'll be asked those same questions again when you arrive to the office.
- ✚ **Before arriving to office, we would like you to brush and floss your teeth at home and wear your own mask to come to office.** Mask will only be removed when instructed by staff. (Mask will be provided if you do not have one). Please try your best to bring your own mask. Due to the national shortage of PPE. If we run out of them, we will be forced to close the office until we restock them.
- ✚ **Restroom access will not be available:** Please be mindful and be prepared for this change before you leave your home for your appointment.
- ✚ **Please be on time to your appointment:** Due to maintaining social distancing we will not be able to accommodate late arrivals. Please do not come into the office until you have been asked to do so.
- ✚ **Curb-side Waiting Room: When you arrive for your appointment, please remain in your car and inform our office of your arrival via call. Please park on the front parking lot.** Our screening staff will greet you, update the above questionnaire of COVID-19 symptoms and travel history, provide you with a Covid-19 waiver & update medical form to fill out, and do a temperature screening at your car. We will remind you to notify us if any symptoms have occurred. As soon as we are ready for your treatment, our screening staff will route you into our office. Upon entering, you can drop your forms in the HIPPA compliant box at our front counter and head straight to the treatment room. We will provide mouth wash solution Hydrogen Peroxide and require you to rinse your mouth before starting your treatment.
- ✚ **If your temp is over 100 degrees F, you will be asked to leave and not return for the specified 14-day self-quarantine requirement. Your physician consultation will be required before coming back for treatment.**
- ✚ **Upon completion of your treatment, our staff will route you back to your car.** You will call in from your car to schedule your follow up appointment and submit payment for any applicable co-pay.
- ✚ **Parents of minor patients will wait for your child in your car. Post appointment follow up:** Dr. Vodinh will communicate via phone if there is any change to the scheduled treatment. No siblings or other friends or family will be allowed in the practice to enable us to maintain social distancing

- ✚ **For checkup and cleaning visits:** Dr. Vodinh will communicate your findings and treatment planning from your visit via phone call/ Tele-consultation after the visit.
- ✚ **Visitors:** All people entering the practice must wear a mask, have temperature taken and answer all Covid-19 symptoms pre-screening questions.

## We do these for you 😊 Modifications & Additional Machineries to Enhance Safety

We will be adding office modifications and additional machineries to help enhance safety for our patients and employees. We hope you will welcome these changes and rest assured that we are implementing them for patients and staff well-being:

- ✚ Sneeze Guard at Front Desk
- ✚ Additional barriers added where appropriate
- ✚ Wellness measure: Hand sanitize, masks, tissue and temperature measurement for our patients
- ✚ Air purification machines
- ✚ HOCl fog disinfectant machine
- ✚ Enhance intra oral and extra oral suction devices
- ✚ UV light disinfectant
- ✚ Follow CDC recommendation on Protective Equipment (PPE) for staff including N95, KN95, Level 3 surgical masks, and eyes protection, Face shields, gowns, hair and feet covers. We provide hand sanitizer, tissue, hair and feet covers, Level 1 or fabric mask/ limited amount available, eyes protection for our patients. 😊We may look like aliens 😊

## Hours of Operation

Temporary hours of operations: to ensure maintaining social distancing for patients doctor and staff. Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment. To accommodate this change, we will offer Tele consultations when applicable.

- ✚ **Virtual Visits:** Observations, Retainer Checks, Post op follow ups, treatment plan consultations will be converted to virtual visits. In order to ensure we continue to provide care while minimizing the number of patients seen at the office during this pandemic. Team members will reach out for steps to utilize virtual visits.

## Temporary Schedule Changes

To help limit personal contact and create more space for social distancing, UDC will reduce the number patient onsite at any given point when we first open. We will do our best to allow greater time between patients to reduce waiting time for you, as well as to reduce the number of patient in the reception area. Due to the Covid-19 crisis condition in Montgomery County and the most recent continue stay at home order from our County Executive Marc Elrich, at this moment in time, we will give priority to patients with urgent dental emergencies and completion/deliveries of temporary restoration. We are cautiously monitoring this situation and will only provide availability for elective and non-urgent appointments when the time is more appropriate. We will continue to monitor the development of the pandemic in our community and update our appointments availability safely until we return to pre-COVID-19 schedule.

## Social Distancing “6 feet closer to your smile” 😊

UDC is following CDC recommendations to minimize risk to our patients and our employees. We respectfully ask our patients to use social distancing guidelines while being taken care of at our office.

## Changes and Requirements for Our Employees to Ensure Safety including Dr. Vodinh

- ✚ All employees adhere to the same questionnaire of COVID-19 symptoms and travel history, and will be requested to stay home if answering yes to these questions.
- ✚ All employees will have temperature measured and COVID-19 symptoms screening at the beginning of our work day.
- ✚ All employees are required to wear appropriate PPE as applicable for the department they work in and to adhere to hand washing/sanitizing requirements.
- ✚ All employees are required to practice social distancing and wearing mask at work
- ✚ We will remove all materials from our reception areas including magazines, pens, sign-in sheets, pamphlets, brochures, etc. that could potentially be transfer agents.
- ✚ Our employees will adhere to a strict schedule of thorough cleanings of all office's surfaces

Thank you so much for your help and patience as we navigate this new "normal" together!

We are so grateful for our patients. This time away has only served to make us even more thankful for each of you. Together, we'll get through this!