

# Putting Your Well-being First

Important Coronavirus/COVID-19 Information

Considering the current Covid-19 Pandemic, we have added to our usual stringent practices. This document outlines the protocols that reflect the changes and upgrades to keep everyone safe. If you are experiencing any of the symptoms of any respiratory illness, you are urged to stay at home.

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## 1. General Safety Protocols

\*Hand washing is the best way to prevent the spread of most infections. Proper hand washing is the key. Wash your hands thoroughly for 20 seconds with soap and water, then dry. An alternative method is by the use of an alcohol-based hand sanitizing solution. Hands are washed upon arrival to the office, before and after each patient encounter.

\*Proper usage of PPE (personal protective equipment) such as masks, gloves, jackets/gowns and face shields will be used when needed to protect you.

- \*Every person entering the office will be screened daily including but not limited to completing the screening questionnaire and having their temperature taken. If one is found to have a body temperature of 100.4°F or higher or refuse to have your temperature taken, they will be sent home.
- \*If one is found to have any of the risk factors, a follow-up series of questions will be asked.
- \*If it is found that a patient's screening is at all questionable, they will be sent home and be rescheduled for their appointment.

## 2. Team Guidelines

- \*Every team member will be screened daily. If they are found to have a body temperature of 100.4°F or higher or refuse to have their temperature taken, they will be sent home.



- \*If any direct family member displays signs of any type of respiratory infection and/or fever, the team member will be asked to stay at home.
- \*Team members are expected to keep countertops clear of personal items and wiped down regularly with disinfectants.
- \*Team members are expected to have excellent personal hygiene which includes hair tied back, fingernails kept short and clean.
- \*Cell phones will be kept away from patient treatment areas, cleaned regularly, and kept in a plastic bag. Cell phones are only to be accessed during lunch and at the end of the workday.
- \*Before leaving the office, team members must dispose of all PPE appropriately, disinfect and/or sanitize re-usable PPE, then wash hands thoroughly

## 3. Pre-screening Via Phone, Text, or Email

- \*Before your appointment, we will call, text and/or email you to confirm your appointment and review the Covid-19

screening questionnaire. Your answers will help us determine your risk of being infectious. If we find that your answers confirm that either you or a member of your household could be infected, we will assist you in rescheduling your appointment. Upon arrival to our office, the questionnaire will be repeated to be sure that nothing has changed since your first questionnaire completion.

- \*If you are required to complete new medical history forms, please download them from the office website ([www.veronsmiles.com](http://www.veronsmiles.com); patient resources) and complete them before arrival. If you need assistance with accessing or completing the forms, please call us.
- \*If you are a high risk patient which includes, but is not limited to: over age 65, immunocompromised, diabetes, presence of cardiovascular disease (controlled or not controlled), we will make every effort to schedule you at the first appointment time to maximize the social distancing factor.

#### 4. Patient Protocols in Reception and Front Office:

- \*When you arrive at the office, please remain in your car. Please leave cell phones, handbags and backpacks in your car. If you **MUST** bring them in, they will be placed in a sanitary holding container until you leave.
- \*Either text or call the office. Wait in your car until we have **confirmed** that we are immediately ready to seat you.
- \* We will then unlock the door for your entrance.
- \*You will be asked to use hand sanitizer when you come in. We will take your temperature, review answers from the questionnaire, and will escort you to the treatment room to limit your time in the common areas.



- \*In the treatment room you will also be asked to use a pretreatment rinse.
- \*Patients will be required to come to the office unaccompanied and enter treatment room alone except where necessary.
- \*You will be expected to be aware of social distancing procedures and follow them as you would when in public places.

We will make every effort to stay on time with your appointment. However, please be aware that unexpected delays do occur in the dental office setting. We kindly ask that you remain patiently in your vehicle until we are ready to bring you right to the treatment room.

\*When you arrive to our office, you will notice some changes in the reception area. We have eliminated magazines and brochures and reduced the number of chairs to ensure adequate space for social distancing.

\*Please be responsible with the health and safety of others; and advise us of any changes in your symptoms from the time you first took the questionnaire through the time you come to the office.

\*You will notice that common areas will be wiped repeatedly before and following each patient encounter.

## 5. Patient Protocols in Treatment Rooms

\*As part of our new safety measures, we have added air purifiers that contain HEPA filtration system available for the highest air quality possible.



- \*Patients will be escorted to treatment rooms once all disinfecting and cleaning protocols have been completed. Please note that you may be asked to wait while the next area is prepped.
- \*Devices will be used when possible during treatment to reduce the amount of aerosol produced. Your tooth/teeth may also be disinfected prior to being prepped with a handpiece to reduce the amount of aerosol produced.
- \*Multiple high speed suctions shall be used whenever possible to assist in the reduction of aerosols.
- \*Disposable materials are discarded immediately.
- \*Non-disposable equipment is disinfected then sterilized appropriately immediately following use.
- \*Patients should use hand sanitizer prior to leaving the treatment room and before departing from the office.

## 6. Additional Information

- \*Our goal is to provide all our patients with the highest quality care using the latest technology with the most attentive and accommodating customer service while exceeding all safety and health protocols available to date.
- \*As information changes daily, we are committed to keeping up with all changes and making any appropriate modifications to our protocols.
- \*Our team strictly adheres to these health and safety practices and compliance to these and any future changes is mandatory.

We at Dr. Sandler's office value our patients, and your safety is of the utmost importance. Although we feel that our office is one of the safest environments, we are confident that our upgrades in equipment, protocols and procedures shows our commitment to mitigating the risk of transmitting diseases to our patients, team and families. Our hope is that you also do YOUR part!

We will continue to work with our Specialists to ensure your dental care is seamless, efficient, and as comprehensive as possible and appropriate. All attempts will be made to minimize non-essential visits by completing procedures same day when possible.

To ensure your visit runs on time and smooth, please complete all relevant data requests **through our online forms** prior to arriving . We will continue to do everything possible and reasonable to ensure the most comfortable environment while upholding the strictest of safety precautions.