

New Requirements/Office changes during the COVID-19 pandemic



- We will no longer be able to have a waiting room in the office. Per the CDC guidelines there are no books, magazines, or toys available as they can be transmitters of COVID-19

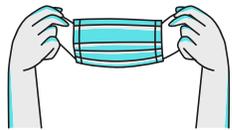


- To safeguard everyone we ask that you wait in your car and call us when you arrive. Someone will come to your car to take temperatures prior to the appointment and ask you screening questions. If anyone has a temperature of 100.4 or greater, we will ask you to reschedule the appointment. Our staff will have their temperature taken daily as well.



- We ask that your child comes in unaccompanied to limit the amount of contacts. If this is not possible, parents may not enter the treatment area itself due to the large area of aerosols that dental procedures can produce. Safety is our primary concern for patients, their families, and our staff.

- **EVERYONE** who enters the office must be wearing a mask or a face covering. Since personal protective equipment (PPE) is not readily available, we cannot provide masks to patients or their caregivers. If you do not have one, we will reschedule your appointment. Your child will be asked to wash their hands upon entering the office as well as swish with a mouth rinse to help reduce the number of bacteria in the mouth. Again, our number one goal is to keep everyone safe.



- Prior to your appointment you must go online and fill out the required paperwork and bring it with you to the appointment.
- We have installed plastic screens/barriers to further minimize exposure. High Efficiency Particulate Air (HEPA) filters have been installed in our HVAC units. In addition, HEPA air purifiers have been installed in our treatment areas.



- The PPE that used to be so readily available and affordable is now extremely difficult to obtain and the costs have gone up in a 10-25x fold increase. There will be a PPE charge for each patient to help mitigate the expense. This is not something we that we have done without much consternation. We hope this will be a temporary fee as PPE becomes more accessible. There are some less expensive counterfeit options out there, but we hold your child's safety at the highest level and are only





using PPE from reputable companies that we know are safe. We too will be sharing this cost. The American Dental Association has petitioned the dental insurance companies to cover this fee, but we do not know if this will happen. We will submit it, but it will ultimately be your responsibility to pay if they do not.



- We will be scheduling appointments in a manner that promotes social distancing and allows for adequate time for us to disinfect all areas of use in between patient appointments. The CDC has recommended we allow time after each patient for the aerosols to settle before we even begin cleaning. If you have multiple children, your time at our office will be longer than in the past to allow for these safety measures.



- Our staff will look different as we will be wearing all of the recommended PPE which includes special masks, face shields, gowns, and gloves. At times we will be wearing head covers and shoe covers as well. We are still the same people underneath all of the equipment. You may not be able to see our smiles, but we are smiling and happy to see you!



- Please note: We are following the guidelines set by the CDC as well as the American Dental Association (ADA), Kentucky Dental Association (KDA) and the Occupational Safety and Health Administration (OSHA). Keep in mind that these guidelines are constantly evolving as we learn more about the COVID-19 virus. We will notify you as changes occur.