

Dear Patients,

On May 7th, 2020, Governor Larry Hogan lifted the “Stay at Home” order and allowed us to return to provide dentistry for our patients. We are excited to see everyone again. As you already know, cases for COVID-19 are still relevant. We have been working diligently to improve our services and protocols to help prevent the spread of the disease and to protect our team, our patients, and our community. We will resume our services in phases. At this time, for the first two weeks, we will take care of our urgent cases that were postponed during the “Stay at Home” order. We will resume the routine hygiene appointments at the beginning of June. The following protocols will be carried out indefinitely:

- **ADVANCED REGISTRATION**

On our website, under the tab “Patient Forms” you will find documents that need to be completed. If required, please complete forms prior to visit.

- **PRE-APPOINTMENT CONFIRMATION CALLS**

A member of our staff will contact you prior to your visit to confirm your appointment along with any changes to your medical history.

- **‘IN-YOUR-CAR’ WAITING**

Once you arrive for your appointment, please stay in your car. Call our office notifying us of your arrival. A staff member will call you when your operatory is ready.

- **MASK REQUIREMENT**

All patients are required to wear a mask while in the office. If you do not have one, we will provide you with our disposable mask.

- **NO GLOVES**

Please remove your gloves and dispose of them properly before you enter the office.

- **HAND SANITIZER**

Please use hand sanitizer before entering our office.

- **TEMPERATURE CHECKS**

All patients are checked for fever with our infrared/touchless thermometer upon entry into the office.

- **COVID-19 HEALTH QUESTIONNAIRE AND INTERVIEW**

You will be required to complete a health questionnaire and interview upon entry into the operatory room.

- **STRAIGHT TO TREATMENT ROOM**

You will be escorted to the treatment room as soon as you enter the office.

- **PRE-PROCEDURAL RINSE**

Patients are given a pre-procedural rinse prior to treatment.

- **ONLY SCHEDULED PATIENTS PERMITTED (UNLESS UNDER 18)**

Only patients are allowed entry within the office. Family members or friends must remain outside in the car. Minors must be accompanied by a legal guardian who may wait inside the office.

- **NEW SCHEDULING PROTOCOL**

Each appointment is given an extra 15 minutes to allow proper disinfection and to adhere to the social-distancing rules.

- **WRITING PEN**

Patients may bring a pen if they wish or use an office pen that they keep.

OUR TEAM:

- Daily health assessment and temperature check of team members at the beginning of the day
- Full personal protective equipment (PPE) for all surgical team members
- Mask is worn by all team members at all times. This mask is different than the mask worn during the procedure
- Ongoing training and infection control protocol and close monitoring for compliance with ADA, CDC, and OSHA

OUR OFFICE:

- Continuous and thorough disinfection of ALL surfaces in the office
- Partition at the reception desk. All patient check-ins are done outside of the office
- Following appointments are made within the operating room or by phone call after your visit
- Touch-less documents and payment processing- payment can be taken over the phone