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## 1. Team Training and Education

**Health and safety is our top priority. Team education and training is one of the most crucial steps we can take to provide a healthy environment.**



- Our team is trained in proper hand-washing. Simple as this sounds, hand-washing is one of our top defenses against spreading the virus. However, many are not aware of proper hand-washing techniques. Understanding the important role proper hand-washing plays, we make sure that our team does it frequently and to CDC standards.



- It is important that we have the required protective equipment (PPE) for all procedures. Our team has been educated on the use of PPE and will be properly equipped before caring for each patient.

- We require all team members who are feeling ill to stay home.

- All team members will take their temperatures before beginning a shift. Anyone with a temperature over 100.4F (based off CDC guidelines) and above will be sent home immediately.



- We will be running the office with an appropriate number of team members to help ensure social distancing guidelines.

- We are enforcing guidelines developed to keep our patients and team members healthy at the office and when they go home to their families.

## 2. Team Recommendations and Guidelines

### Before Work:

- Take your temperature. Do not come in to work if your temperature is 100.4F or over. Do not come to work if anyone in your household is experiencing any symptoms listed by the CDC.
- Remove all jewelry and watches. Leave these at home.
- If your hair is long enough, pull it back. Keep nails trimmed short.
- Avoid extra accessories and limit personal items you bring to work to necessities only.
- Keep all personal items and food in your designated cubby or place it directly in the refrigerator.
- Bring work clothes in a bag. A great option would be a washable bag (pillow case).

### At Work:

- Once you enter the office, immediately change into your work clothing/scrubs and shoes.
- Use the appropriate PPE for all work tasks. Make sure PPE is worn properly (mask tight to face).
- Leave all clutter and unnecessary items out of ops (pens, paperwork, phones, etc.).
- We discourage all team members from using their coworkers work stations, phones, computers and all other tools when possible.
- Clean/disinfect your workstation and equipment at the beginning of your shift, throughout the day and at the end of your shift.
- Periodic wipe down of door handles, break room (refrigerator doors and after you eat) and bathroom faucets/ toilet levers.

### After Work:

- Wash hands and arms with soap.
- Remove all scrubs and put in a washable bag. You may carry your laundry home or you can do it in the office. (Laundry done in the office should be identified with a laundry marker or recognizable stitching where it can't be seen when wearing).
- Wash hands and put clean clothes on. Sanitize accessories such as glasses, phones, etc.
- Wash your hands again.

### At Home:

- Wash clothes/scrubs in washing machine with detergent and hot water.
- Immediately shower with soap and water before touching anything or anyone (including pets).



## 3. Patient Screenings and Social Distancing

### Pre-Screening Patients:

- Patients will be filtered using established checklists and scripts when scheduling care.
- Patients will be pre-screened with recommended questions to help recognize potential carriers before their visit is confirmed.
- Any patient that has concerns of warning signs and/or symptoms will be rescheduled.
- All patients will be asked to let us know if any symptoms and/or concerns develop before they arrive at their appointment. We will reschedule appointments accordingly.

### Patient Arrival:

- Patients will be asked to have anyone accompanying them to their visit to wait in the car. One guardian can accompany a minor to their appointment if necessary.
- Patients will be directed to sanitize their hands upon entering the building.
- Patients will be asked to answer a Covid 19 symptom questionnaire.
- A team member will use a touch-less thermometer to screen patients before they are taken back to start their appointment. If their temperature is 100.4F or more the visit will be rescheduled.
- Patients will be taken directly to their operatory as soon as possible to help eliminate lingering in the waiting room.
- Patients will be asked to use a pre-rinse for 60 seconds before treatment.
- Patients will be asked to sanitize their hands before entering the bathroom and to wash their hands before leaving the bathrooms.
- We will not accept walk in visits. Patients must call before coming in so they can be screened (if someone shows up they will be asked to go to their car and call to schedule an appointment).

### Front Office Safety Measures:

- Waiting room will have all community beverages and magazines removed.
- Internal doors will remain open to limit touching door handles. Team members will open doors when necessary.
- Barriers will be placed on pin pad and pens. Patients will be asked to sanitize hands before signing.
- We are working toward digital signing of all paperwork to reduce contact with paperwork.
- Plastic barriers will be installed at check-in and check-out.
- Common rooms and surfaces will be frequently wiped down and sanitized.



## 4. Clinical Protocols

**At Flatrock Family Dentistry we adhere to the strict guidelines set out by the American Dental Association (ADA), and the Centers For Disease Control (CDC), that instruct our every move when it comes to protecting each patient. We have been treating patients according to these guidelines for decades and are well prepared for maintaining a clean and healthy environment.**

### Hand Hygiene:

- All clinical team members will thoroughly wash their hands (20 seconds or longer) with soap and water or use an approved alcohol-based hand cleaner before and after any contact with patients, potentially infectious materials and using all PPE equipment.
- Washing hands after taking off all PPE to ensure pathogens that might have contaminated hands during the removal process are washed off.

### PPE Protection:

- Proper PPE will be worn when treating patients.
- Disposable masks are one-time use.
- N95 masks will be used in place of a face mask for all aerosol-generating procedures.
- Put on eye protection before entering a patient op. Reusable eyewear must be disinfected to manufacturing guidelines before reused.
- Reusable/washable gowns should be prioritized for aerosol procedures. Disposable gowns should be discarded and washable gowns should be laundered immediately.

### Operatory Safety Measures:

- Additional team members should not enter an operatory unless absolutely necessary. All proper PPE mentioned above must be worn by every team member that enters.
- No aerosol producing procedures will be used for hygiene visits. (No cavitron or prophylaxis jets).
- The entire operatory will be sanitized after each patient whether surfaces were touched or not.
- Each operatory will be set-up with the proper barriers and the materials needed for each procedure to reduce the need to open drawers and the need to leave the room.
- Isodry and HVE cuts down on 90% of aerosols and will be used for these procedures. Wait 30 minutes after a patient leaves before spraying down the room. Wait a minimum of 1 hour between patients in a room where aerosols have been produced.

## 5. After The Visit



### Patient Check-out:

- Barriers will be in place and patients will be asked to sanitize hands before completing all transactions.
- All insurance issues can be handled over the phone. We will e-mail copies of post op care, treatment plans and receipts.
- Patients will be asked to sanitize their hands before leaving the building.

### Closing Safety Measures:

- Our team will be following our standard sanitation protocols before closing each day along with all of our guidelines outlined in the pages above. Each team member will be thoroughly sanitizing their work stations, operatories, waiting room, break room and all common spaces before we close. The office will be further cleaned and sanitized by a professional company at the end of each work week.

**Keeping you healthy is our top priority. We hope that you can find comfort in understanding all we are doing at Flatrock Family Dentistry to ensure we provide the safest conditions possible to help protect our patients, friends, family and team. We look forward to seeing your smile.**

This document is current as of 5/1/2020. We will continue to make updates as we get more information. We are always striving to elevate the level of care for you.

