

COVID-19 FAQs

Q: What protective measures are you taking?

At all times, we adhere to the highest level of safety protocols in our practice to prevent the spread of all infections, including COVID-19. We have always used hospital grade disinfectants between patients. Some examples include:

- Curbside check-in and screening
- Eliminating all unnecessary objects from our waiting area & clinic
- Longer appointment times to allow for proper social distancing
- All staff will be screened before coming into the office & will be wearing masks
- All clinical staff will be wearing disposable gowns, scrub caps, KN95 masks, goggles, and face shields
- Families will be spaced out throughout office to ensure proper social distancing.
- Single-use dental materials & hospital-grade disinfectants as we have always done
- Additional clinical staff to assist with our sterilization procedures
- Touch-less check-out process

Q: Is there anything special I need to bring to our appointment?

Yes. First, if you use dental insurance do you have any changes to your carrier that we need to update? Also, prior to coming please bring:

- Completed 'Medical Update' (existing pts) or 'New Patient Forms'
- A mask for yourself
- Warm clothes, office will be kept at a temperature that allows our staff to wear additional PPE

Q: Is there anything I should do to prepare my child for their visit?

- Please complete the COVID-19 online screening form that will be sent to you via text 2 days prior to your appointment.
- Explain how we will be looking like "Superhero's" with masks, gowns, and shields
- Discuss with them that you will be waiting in the car while they come in with us.

Q: Can I come back with my child?

To help maintain social distancing we are asking all parents with children aged 4 & up, to wait in their car, as we are closing our waiting room. We are trying to minimize the aerosol exposure to adults. Our dental assistants can hold your child's hand and will stay with them throughout their entire dental visit. We will call you when the visit is complete and escort your child back to the car. If you feel you must be with them, the doctor is allowing special exceptions, but you must wear a mask and maintain 6 feet of social distancing.

Q: Can I bring other children?

No. We are highly discouraging parents from bringing siblings that Do Not have appointments. It's hard to keep little ones from touching things. We ask that you try to have another family member or neighbor watch your other children. If there is absolutely no way you can do this, then we will ask you to wait in your car with them.

Q: Why do I have to wait in the car?

We are closing our lobby as we want to ensure we are practicing safe social distancing. We are trying to minimize the dental aerosol exposure to everyone.

Q: Are these precautions really necessary?

There just is not enough good research yet to know one way or another, so we would prefer to go above and beyond and err on the side of caution.

Q: My child has an underlying health condition, is it safe for them to come in?

Use your best judgment or consult with your pediatrician if your child is high risk. We are screening all patients and we will not allow any parent or child out of their car, if they answer 'YES' to any of our COVID screening questions. We are encouraging medically compromised children to be scheduled for the first appointment of the day before there is more traffic coming in and out of the office. You can also use our side entryway & exit door if that makes you feel more comfortable.

Q: Are there any cancellation fees if we are feeling ill and cannot make it to this appointment?

No, we are waiving our missed appointment policy for the next few months until we better understand the COVID process. We would much rather you stay home if there is any question about your health.