

COVID-19 Safety Measures in our Dental Practice



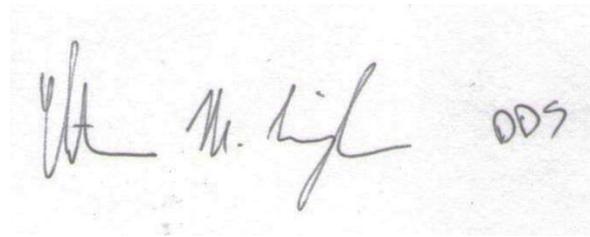
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To our patients and team members,

We welcome you to our practice. COVID-19 has permanently changed our daily lives. Because of how quickly the virus spreads, there is an inherent risk that we can all catch the virus. In response, and out of an abundance of caution, we have implemented comprehensive COVID-19 safety measures. These cover a multitude of factors including team training, social distancing measures, additional protective equipment, and patient screening.

While we can't guarantee 100% prevention, we are doing all in our power to protect you. This document covers the comprehensive plan we have implemented to provide a safe environment for our patients, team members, and their families.



Dr. M. Lyle DDS





1. Training and Educating Our Team

One of the most important things we are doing during this time is to train and educate our team.

- Our team is trained in proper hand washing techniques. This may seem basic; however, it is the most important thing we can do to prevent spread of the COVID-19 virus yet research shows that it is often poorly complied with and usually not done well.
- Our Team has practiced the appropriate use of personal protective equipment (PPE) prior to caring for a patient to prevent contamination.
- Team members who are not feeling well will be asked to proactively stay home.
- Team members will take their temperature at the beginning of every day and we will immediately send home anyone with an elevated temperature (100.2 F and above).
- Limit the numbers of team members providing care to facilitate social distancing within the office and among team members.
- Our team has implemented a daily checklist to follow so that they arrive to work healthy and go home to their families without worry.

2. Team Member Precautions

Before coming to work

- Early morning team health check-in via text every day before team members arrive at the office.
- Team members will be asked to stay home if they or any of their family members are experiencing any symptoms such as cough, sore throat, or fever.
- Team members are to avoid accessories and to leave watch and rings at home.
- Team members are to tie hair up, keep nails short.
- If team members bring a lunch, it is to be placed in a lunch bag that can be wiped with disinfectant wipes (Cavi-Wipes). Storage containers are to be washed thoroughly.
- Team members are encouraged to use Apple Pay to avoid cash or credit card transactions.
- Team members dress in casual clothes and change into scrubs when you arrive at work.
- Team members have a set of work only shoes that are sanitized every evening.

At work

- Team members change into scrubs and work shoes as soon as they arrive.
- Team members place personal cell phone in a Ziplock bag that is UV Sterilizer at the end of the day
- All clutter (pens, phones, etc.) has been removed from desks and out of operatories.
- We discourage team members from using other workers phones, desks, offices and other work tools and equipment.
- Phone handsets are cleaned daily and after each use.
- Personal cell phone use is discouraged while at work.
- All team members use appropriate Personal Protective Equipment (PPE) including constant use of 3M N95 masks.

At the end of the day

- To protect themselves and their families, team members will follow this end-of-day protocol:
 - Wash hands
 - Remove scrubs and place in laundry basket. Scrubs will be cleaned and sanitized
 - Wash hands and put on the clean clothes you arrived in
 - Sanitize phone, glasses and name tags
 - Wash hands again

On returning home

- Team members are to shower immediately with soap and water before touching anything, including loved ones.

3. In-Office Precautions

To promote social distancing

- Prioritize high risk patients (immune compromised, over 60 years old) with early morning appointments to minimize contact with other people.
- When booking patients, our schedule has been adjusted to spread out the schedule so there are fewer people in the office at any given time.
- If a patient is being accompanied, their escort should wait in the car to limit the number of people in the waiting room and promote social distancing.
- We are using a “virtual” waiting room. Patients should wait in their car or outside the office until they are contacted by phone to come in for their appointment.
- Physical barriers have been installed in the reception area to limit close contact between our front office team and patients.
- If there is more than one person in the reception area, they will be instructed to sit 6-feet apart
- Reception area has been cleared of magazines and any unnecessary items.



Reception area sanitization

- Reception area chairs will be sanitized using an eco-friendly COVID-19 killing disinfectant spray after each use and at the end of each day.
- Team members will frequently wipe down reception area, bathrooms, door handles, tables, light switches, and computers.

Visual prompts to prevent transmission

- Visual alerts have been posted at the entrance advising patients of the COVID-19 risk and advising them not to enter the facility if they are feeling ill.
- Masks and tissues are readily available in our reception area.
- Signage has been added requesting that patients sit 6-feet apart.
- Instructions are posted in the reception area and bathrooms on appropriate hand hygiene, respiratory hygiene, and cough etiquette;
 - how and when to perform hand hygiene
 - how to use tissues or elbows to cover nose and mouth when coughing or sneezing
 - how to dispose of tissues and contaminated items in waste receptacle

4. Patient Precautions

Before patient arrival

- Patients are filtered for symptoms during the phone call when scheduling appointments.
- Patients who have any signs of a cough or fever or who describe having any concerning warning signs will be asked to reschedule their appointment.
- Patients will be instructed to call ahead and reschedule their appointment if they develop symptoms of a respiratory infection (e.g., cough, sore throat or fever.)
- During this time, patients will not be charged a cancellation fee, even if they cancel the day of their appointment.
- Patients will be asked to sign a COVID-19 health declaration form. This will include questions about recent travel history and symptoms.

Upon patient arrival

- Our front door will remain locked and opened by a team member to minimize the number of people entering the clinic.
- Anyone entering the clinic will be asked to clean their hands immediately using Purell hand sanitizer. This is available at the door from a touchless dispenser.
- Patients' temperature will be taken immediately upon arrival. If a patient has a temperature of 100.2 °F or higher, they will be advised to seek medical treatment and their visit will be rescheduled.
- Patients will be escorted into an examination room as quickly as possible upon arrival to avoid lingering in front reception area.
- In the operatory, patients will be assessed for respiratory symptoms and fever.
- As testing for the virus becomes available, we will be incorporate testing to screen patients.



5. Clinical Precautions

We have always adhered to standard and transmission-based precautions in our practice. Out of an abundance of caution, we have added the following COVID-19 protections and protocols.

Operatory isolation and sanitization

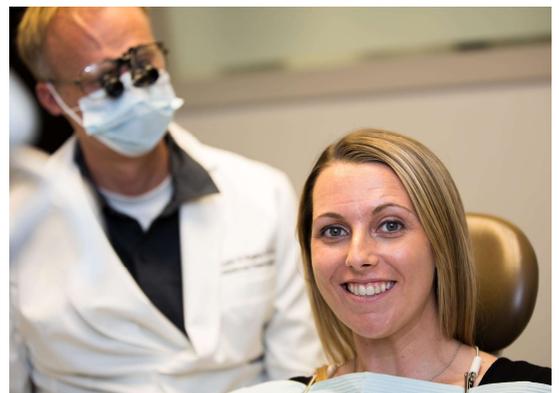
- Our operatories are already appropriate for social distancing. Each room has walls on all four sides, a dental chair and one entry way. The entries do not have doors. To reduce the risk of airborne aerosols spreading into the rest of the practice, we have added vinyl curtains to close off the area when performing Aerosol Generating procedures (AGP).
- When there is a risk of airborne aerosols, the operatory will be sprayed down after the procedure with an eco-friendly COVID-19 killing disinfectant spray.
- Each operatory will undergo appropriate cleaning and surface disinfection before it is returned to routine use.

Team member PPE (personal protection equipment)

- Three layer deep face protection worn by our clinical team:
 - 3M N95 masks worn at all times
 - Procedure masks worn over N95 masks during, exams, post-ops, and surgical procedures
 - 3M visors worn by clinical team members when treating patients. The 3M visors cover the eyes, nose and mouth.
- Clinical team will wear clean isolation gowns for all aerosol-generating procedures and during activities where splashes and sprays are anticipated.
- UV sterilized used to sterilize face masks at the end of each day.
- The Order of PPE use:
 - **Putting on:** Gown > Mask > Face Shield > Gloves
 - **Taking off:** Gloves > Face Shield > Gown > Mask

Patient care protocols

- Patients will use a 1.5% peroxide based rinse (Peroxyl) prior to any exam or treatment.
- Once in the operatory, movement out of the room will be kept to a minimum.
- Only essential team members will enter the operatory.
- Special precautions will be taken when performing Aerosol Generating procedures (AGP), in particular.
- Procedures that are likely to induce coughing are avoided if possible.



6. Post-visit Safety Measures

- Patients will be asked to wash hands before leaving.
- We now offer virtual payments to allow patients to pay their account quickly and easily online.
- Review of estimates and insurance forms will be carried out via phone call or video conferencing.

ALL these measures will help to prevent transmission to others.

We are confident that these guidelines will help to create a safe environment for all of our patients, team members and their families.



Stay-safe, Dr. Bingham and the Council Oak Perio Team

Daily Safety Checklist

Team Member Precautions:

- Morning “howdy” text to confirm team health.
- On arrival at work, team members:
 - Washed their hand thoroughly or used hand sanitizer
 - Completed daily COVID-19 screening questionnaire
 - Changed into sanitized scrubs and work shoes
 - Place cell phone in Ziplock bag
- Team members avoided wearing accessories.
- Team members wore N95 masks all day.
- Remind team members to protect their families by showering immediately upon arriving at home.
- Place cell phones in Ziplock bag and UV Sterilize

In-office Precautions

- Used virtual waiting room.
- Patients over 60 were scheduled early in the day.
- Front office team sanitized surfaces, door handles and bathroom every 3 hours.
- Front office team sanitized reception area chairs after each use.
- Front office team offered a mask to any patient who arrived without one.

Patient Precautions

- All patients were pre-screened for COVID-19 and signed consent form.
- Door was kept locked to limit access.
- Front office team took temperature of everyone entering our office.
- Front office team sprayed reception area chairs down with eco-friendly COVID-19 killing disinfectant spray after each use.

Clinical Precautions:

- Vinyl curtain used to close off operatory when performing Aerosol Generating procedures (AGP).
- Each patient rinsed with Peroxyl.
- Clinical team practiced 3-deep face protection during clinical procedures.
 - Washed their hand thoroughly or used hand sanitizer
 - Complete employee daily COVID-19 screening questionnaire
 - Changed into sanitized scrubs and work shoes
- Isolation gowns worn for AGP procedures.
- Correct Order of PPE use:
 - o **Putting on:** Gown > Mask > Face Shield > Gloves
 - o **Taking off:** Gloves > Face Shield > Gown > Mask
- After AGP procedure, operatories were sprayed down with eco-friendly COVID-19 killing disinfectant spray.
- Each operatory deep cleaned after use.
- Facemasks and shields UV sterilized at the end of each day.