

## Covid Care – Adjusting to the New Normal

### **Prescreening & Pre-rinsing**

Telephone triage for all patients will be completed prior to the scheduled appointment. Temperature will be taken upon arrival and pre-rinsing with CloSys mouthwash which would reduce bacterial and viral loads in the mouth before entering the treatment room will be provided.

### **High Volume Evacuation (HVE) systems**

In addition to the small straw which is LVE, the HVE is the “big suction” (or the “Big Mr. Thirsty”) we have in every single room even the hygiene rooms to keep you more comfortable, but now they are being shown to protect from spreading COVID in treatment rooms.

### **Obsessively Clean**

Maintaining rigorously personal hygiene standards as well as using new gloves, gowns and face masks for every patient interaction. We always clean, sterilize and disinfect above and beyond CDC Guidelines.

### **Cold Fogging System with Hypochlorous Acid**

The CDC stated that viruses have been shown to persist in aerosols for hours, and on some surfaces for days. Using hospital grade disinfectants and fogging the rooms with a cold fogger after each patient are the effective way to kill viruses in the air.

### **Extra Oral Aerosol Vacuum**

Specifically designed to remove and filter potentially toxic vapors and microbiological contaminants away from the immediate breathing area of the dentist, assistant and patient.

### **Electrostatic Air Purifiers**

We have added UVC plasma air purifiers to every single room, in addition to the large Surgically Clean Air Scrubber in the common areas. They actively pull virus particles out of the air and destroy them. That means that once you're in the office, you can take your mask off and breathe easily. Though these systems are above and beyond CDC and ADA Guidelines, they provide the ultimate in virus protection and air quality control.

### **Social Distancing**

Our team members will be present throughout the office to help you maintain a safe distance from other patients.

### **Reception Area & Wait Times**

We work hard to be on time and to have a room ready for you as soon as you arrive for your visits. That's always been to provide you better service and comfort - but now it serves to keep our patients safer as well.

We request our patients to wait in their cars as they arrive for their appointments and call the office before coming in. We will ask you to come in only when the reception area can safely accommodate you with social distancing or have the room ready for you.

### **Regular maintenance of our HVAC HEPA systems**

We are also a little obsessive about clean, filtered air; and making sure our office doesn't "smell like a dentist." Meticulously cleaning and maintaining our air handlers, changing filters, and keeping us breathing fresh clean air.

We have one simple objective that guides us: keeping you, our patients, and our team safe and healthy. We will continue to closely monitor the situation and do all we can to keep our patient family safe & healthy.