

Reddy Family Dentistry
Office Safety Protocols

Our goal is to provide the safest environment for our patients and staff at all times by exceeding the guidelines set forth by the ADA and CDC.

In light of the current Covid 19 Pandemic, we have increased our usual stringent practices. This document outlines the protocols that reflect the changes and upgrades we have in place in order to keep everyone safe. If you are experiencing any of the symptoms of any respiratory illness, we encourage you to stay home.

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1. General Safety Protocols

- Hand washing is the most effective way to prevent the spread of most infections. Proper handwashing is the key. Washing your hands thoroughly for 20 seconds with soap and water, and then dry. Alternatively, use of an alcohol-based solution may be used. Hands are washed upon arrival to the office and after patient experience.
- Proper usage of PPE(personal protective equipment) such as masks, gloves, jackets/gowns, and face shields when needed to protect you.
- Each person entering the office will be screened daily including and not limited to the screening questionnaire and temperature taken. Body temperature of 100.4 ‘F or (38’C) or greater, having signs of a fever or chills and any other symptoms will be sent home.
- If you have any risk factors, follow up questions will be asked and required for completion.
- If the screening is questionable, you will be sent home and your appointment rescheduled.

2. Team Guidelines

- Every team member will have their temperature checked daily. If you are found to have 100.4°F or higher or refuse to have your temperature taken, you will be sent home.
- If any family member displays signs of any type of respiratory infection and /or fever, you will be asked to stay home.
- Team members are expected to keep countertops clear of personal items and disinfect surfaces.
- Team members are expected to have excellent personal hygiene which includes hair tied back, fingernails kept short and clean.
- You will be required to keep an additional pair of shoes for office use only, it will be your responsibility to keep the street shoes away from others' personal property.
- Cell phones should be kept away from treatment areas and cleaned regularly. Cell phones are only to be accessed during lunch and at the end of the work day.
- Before leaving the office, team members must dispose of all PPE appropriately, disinfect, and or sterilize reusable PPE, then wash hands thoroughly.

3. Pre-screening via Phone, Text, or Email

- Before your appointment, we will call, text, and/or email you to confirm your appointment and review the COVID-19 screening questionnaire. Your answers will help us determine your risk of being infectious. If we determine that either you or a family member may have become infected, we will reschedule your appointment.
- If you are required to fill out new patient forms, they will be found under ‘Services’ on our website and must be brought to the office, filled thoroughly and in print.
- Upon arrival at our office, you will be completing the questionnaire again in order to be sure nothing has changed since your first questionnaire was completed.
- Patients at high risk which may include but not limited to for example over the age of 65, immunocompromised, obese, presence of cardiovascular disease, diabetic, we will make an effort to schedule for the first appointment time (to maximize social distancing)
- Print and Fill out the Patient Screening Form found on our website’s ‘COVID-19 Page’

4. Patient Protocols in Reception and Front Office

- Please either text or call the office once you arrive at the building. Do not leave your vehicle till you are contacted to ensure proper social distancing is implemented and that your treatment room is ready.
- Patients will be required to present to the office alone to limit access to the operatory whenever possible
- You will be asked to either wash your hands or use hand sanitizer. Temperature will be taken, questionnaire reviewed.
- You will be asked to maintain social distancing while in the office.
- Some changes to the office include eliminating magazines and brochures, reduction of chairs to ensure safety standards to prevent infection.
- Please be responsible and considerate of others by advising us of any symptoms or changes to your health when reviewing the health questionnaire.
- It is recommended that you please use the restroom at home and only use ours in the building as an emergency. This is because all surfaces will need to be disinfected and products to do so are limited.
- Common areas will be wiped down repeatedly before and following each patient encounter.

5. Patient Protocols in Treatment Rooms

- As a part of our new safety measures, we have added air purifiers that contain HEPA filtration systems for the highest air quality possible.
- Patients will be escorted to treatment rooms once rooms are all disinfected and cleaning protocols have been completed. Please do not enter as you may need to wait till your room is prepared.
- Our office uses multiple isolation systems to reduce the amount of aerosol produced
- Disposable materials will be discarded immediately
- Nondisposable materials are disinfected and sterilized
- Patients should wash hands prior to leaving the treatment room and use hand sanitizer upon departing from the office

6. Additional Information

- It is our goal to provide our patients with the highest quality of care with the latest technology. We remain attentive and provide excellent customer service while implementing safe healthy protocols
- As information changes daily, we are committed to keeping up with all changes and making any appropriate modifications to our protocols

- Our team strictly adheres to these health and safety practices and compliance to these and any future changes is mandatory

All of our safety and yours is of the utmost importance. We are confident that our office is a safe environment and that our upgrades in equipment, protocols and procedures shows our commitment to mitigating the risk of transmitting diseases to our patients, team, and families.

To ensure your visit runs on time and smooth, please complete all relevant data requests prior to arriving through our online forms.

We will continue to do everything possible and reasonable to ensure the most comfortable environment while upholding the strictest of safety precautions.

[End of Protocol]