



## Interim COVID-19 Distancing Policies & Procedures

**DURING THIS UNPRECEDENTED TIME, WE HAVE PUT IN PLACE EXTRA MEASURES TO CONTINUE TO PROVIDE OUR PATIENTS WITH THE HIGH QUALITY AND PERSONALIZED CARE WE ARE ACCUSTOMED TO, AS WELL AS COMPLYING WITH FEDERAL AND STATE REGULATIONS SET FORTH TO PROTECT YOUR CHILDREN AND OUR STAFF.**

**Our Reception Area is closed. For the time being, we will not be offering games, toys or magazine as those items are difficult to disinfect. Movies, however, will still be playing above each dental chair during appointments and prizes will, of course, be given out at the completion of the appointment.**

### **SCHEDULING**

- ◆ Keep in mind when scheduling your appointment, only 1 parent/guardian may accompany the child(ren) with an appointment. We cannot allow additional siblings or family members in the office.
- ◆ Appointments will be scheduled to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- ◆ Pay extra attention to your appointment time and make sure to arrive as close to it as possible. Too early or too late could result in longer wait times and your appointment potentially being cancelled.
- ◆ Please note that anyone entering the office will be required to have their own facial cover. Don't forget to bring yours from home.

### **CHECKING IN**

- ◆ We have implemented a "Virtual" waiting room. Patients will "Check-In" from their car upon arrival to the office. Please call **(504) 896-7435** to notify the office of your arrival. You will complete a short screening questionnaire over the phone.
- ◆ Please wait in your car and a staff member will call you when it is time for your child's appointment.

## APPOINTMENT

- ◆ You and your child will meet a staff member at the front door to have your temperatures taken. Temperature must be less than 100.4 F and all screening questions must be passed in order to proceed with the appointment.
- ◆ You will be escorted to a designated waiting area within our office. If your child is 4 years old or older, he or she will accompany the staff member to the clinic **WITHOUT A PARENT/GUARDIAN**. This is to keep our office in accordance with both distancing guidelines and CDC requirements for PPE. We ask that you remain in the designated waiting area during your child's appointment and avoid roaming the office, as there will be other families in other areas of the office.
- ◆ If your child is 3 and under, or your child has special needs, we will allow **1 PARENT** to accompany the child to the clinic area. The parent must provide their own facial cover and it must remain in place for the entire visit. Parents will be asked to sit 6 feet from the treating staff when possible.
- ◆ The patient will be asked to wash hands and use a mouth rinse when they enter the clinic.
- ◆ We are limiting the number of patients on our schedule in order to adhere to distancing guidelines. Your child will not be seated within 6 feet of another patient.

**\*\*Please keep in mind that we are all wearing our PPE throughout the office and will look different to your children. Most children understand the unique situation we are all currently in, but if you feel your child may have an adverse reaction, please make sure to prepare them prior to their appointment.**

## CHECKING OUT

- ◆ Upon completion of your child's appointment, Dr. Susan will review any pertinent information with you in-person.
- ◆ Finally, you and your child will be escorted to the front desk and a staff member will facilitate the check-out process and schedule your next appointment for you.

## CONTACT TRACING

- ◆ All patients seen in the office during this time will receive a communication 2 weeks after their appointment for a COVID-19 screening follow-up. It is imperative that you respond, if indicated, so we can work together to stay compliant with contact tracing requirements and inform anyone of a possible COVID-19 exposure.

**We understand that you child's dental appointments are going to be very different than what we are all used to. Please be patient and know that we will continue to strive to make these visits fun and exciting for your children, while maintaining our top priority of keeping them safe and healthy.**