

## COVID-19 OFFICE PROTOCOLS & EXTRA PRECAUTIONS

Infection control has always been a top priority at sohosmile, as you may have noticed in the past during your visits to our office. Our infection control processes are made so that when you receive care, it is both safe and comfortable for you, as the patient, and for our staff.

As a patient of sohosmile, we want to let you know about the extra infection control measures we have put in place at the office under the guidance of public health authorities and our professional societies to ensure the health and safety of our patients and staff during the COVID-19 pandemic. We will continue to follow these agencies so that we are up-to-date on any new rulings or guidance that may be issued, and we will constantly be updating our office protocols to reflect that. We will also continue to go above and beyond any guidelines in order to make our practice as safe as possible.

**PLEASE NOTE:** Since we are a boutique dental practice, we have always seen less patients than most other dental offices on a daily basis. We will now be spacing appointments out even more in order to allow for extra time per appointment, as well as extra time to disinfect all areas of the office in between patients. This will mean less patients in the waiting room and in the facility as a whole. With this in mind, please understand that we will do our best to accommodate you, but there may be fewer appointment options.

- In addition to all NYS Department of Health, CDC, OSHA, EPA, ADA and NYSDA guidelines, Dr. John has researched and implemented new air management systems in the office (see details below). He has also completed over 40+ hours of virtual continuing education courses on COVID-19 and countless hours learning how to optimize dental care in the current environment.

### **AIR MANAGEMENT SYSTEMS**

Dr. John has implemented NEW air management systems within sohosmile to help protect his staff and patients, including:

- Every treatment room is now equipped with a chairside aerosol suction unit. These high-powered extraoral suctions significantly reduce aerosols and prevent airborne contamination. The large air flow volume, strong air pressure, and powerful motor work together to provide the best chairside aerosol suction unit on the market. Capturing aerosols directly from the patient's mouth is the most effective way to break the chain of infection. These machines also include an internal UVC light, a HEPA filter and a plasma filter to disinfect and kill any germs and bacteria.

- You will also now notice in every treatment room, the waiting room and throughout the facility, new HEPA air purifiers that cycle through and filter the air in each room every 15 minutes.

### **BEFORE YOUR VISIT:**

- Please let us know if you are experiencing fever, cough, shortness of breath, loss of smell and/or taste, or if you have been exposed to someone in the previous 14 days who tested positive or are experiencing symptoms for COVID-19, so that we can reschedule your appointment. There will be no rescheduling or cancellation fees during this time if you are not feeling well or experiencing any symptoms, we just ask that you give us as much notice as possible as a courtesy to the doctor and to other patients that may want that appointment.

- Please make it a point to confirm your appointment and to fill out any required paperwork prior to your appointment. We have made ALL of our forms available online so that you can check-in and complete a patient update/COVID screening from your mobile device or computer.

## **ARRIVING FOR YOUR APPOINTMENT:**

**We have locked the elevator to our floor to ensure that there are no walk-ins or unexpected people in our facility. Please BUZZ outside the front door or call the office when you arrive outside so that we can let you in and call the elevator up. This way we are able to make sure that every person who walks in the facility has the proper face covering, temperature check, and hand sanitizing before fully entering.**

You **MUST** arrive to your appointment wearing a mask. Once you are in the treatment room, we will inform you when to remove your mask for dental treatment.

- We have hand sanitizer that we will ask you to use as soon as you enter the office. We will also have hand sanitizer throughout the office for you to use as needed.
- We will take your temperature by using a Touchless Infrared Thermometer as soon as you enter the facility.
- You'll be asked some screening questions before treatment and you will be required to sign a health declaration (this may be completed prior to your appointment).

## **AT YOUR VISIT:**

- All treatment consent forms will be signed on an iPad that will be wiped down after each patient's use.
- We ask that all patients come to their appointments alone. If the patient is a minor or requires assistance, we ask that only one (1) additional person accompany them.
- While in the office, we ask that all patients respect the 6 foot rule. If a patient is at the front desk, please stand the appropriate distance away until it is your turn. We will do our best to make sure that there are not two patients at the front desk at the same time.
- Please let us know if you would like to keep a credit card on file in order to pay for your dental treatment, so that you do not need to present it at your appointment. This will minimize contact at the front desk.

## **WHAT WE ARE DOING TO PROTECT US ALL:**

- Our staff will show proof of health before returning to work and they will all have daily temperature checks and sign health declarations before their shift.
- All staff will be receiving additional infection control training and will adhere to strict office protocol.
- Our entire team will be wearing masks, face shields, and scrubs at all times throughout the office and all staff in the treatment rooms will be dressed in full surgical attire including N95 masks, isolation gowns/lab coats, surgical caps, and face shields.
- Our waiting room will no longer offer magazines or books since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment since there will be less appointments available on a daily basis.
- We will do our best to allow greater time between patients so that you are not waiting or encountering other patients in the office.
- Our office staff will be cleaning the waiting area, front desk, and bathrooms before and after every patient. As always, we will deep clean each treatment room and exam chair before and after each visit using medical disinfection procedures.