



Protecting You During COVID-19

During the COVID-19 pandemic, our office is open for dental procedures limited to the guidelines mandated by our State Board and Department of Health of Hospital of Louisiana. As of April 17, 2020, we will resume seeing a limited number of patients in our office. [Contact us](#) if you think you have a dental emergency to ensure that you receive care that should not be postponed. In the meantime, brush two minutes, twice a day with fluoride toothpaste and floss regularly. Avoid sugary food and drinks to reduce the risk of cavities. When conditions change, we will again be available to help you maintain your oral health through regular preventive and treatment services.

RE-OPENING INFORMATION AND PROCEDURES

When you come in for an appointment, we are asking you to follow certain procedures for the health and safety of everyone involved.

WHEN YOU COME IN

- Parents, only one guardian is allowed per child's dental appointment.
- NEW PATIENTS, please download our "NEW PATIENT FORMS," such as our medical history form, HIPAA, and office policy. Also, provide your insurance prior so that we can verify your policy before your arrival.
- Parents, if you are giving permission for a temporary guardian to bring your child in, please have a letter written and signed with an attached driver's license.
- Please call us once you arrive in the parking lot. We will let you know when we are ready for you to come in for your appointment. We are not allowing any parents and patients in the waiting room; staff will open the door — you do not have to open the door.
- Do not come in if you have a fever, cough, or have been exposed to someone who has COVID-19.
- Parents, you will have a COVID questionnaire and waiver form to sign before any treatment can proceed. If you do not wish to sign the forms, we cannot see your child for emergencies.
- Parents, please come WEARING A MASK. If you do not have a mask or face covering, you are not allowed in the office. We do not have enough masks to give out, as PPE is in short supply — please understand. If you are not wearing a mask, you must wait in the car or reschedule the appointment.
- A treatment consent sheet will need to be signed and all questions and concerns will be answered prior to doing treatment. We will not proceed with any treatment if you are not sure or agree with treatment. OUR PRIORITY is taking care of our little patients.

STEPS WE ARE TAKING

We have always complied with strict OSHA-mandated protocols to maintain a highly sterile environment within our dental offices. These guidelines were created to safeguard against the spread of severely contagious diseases such as tuberculosis and measles, and they are equally effective in managing the spread of influenza and coronavirus. Below is a summary of the steps currently in place to ensure patient and employee safety:

1. Employee Health Screening: All employees and affiliated providers undergo detailed background and health history screenings before commencing employment. In addition, we strictly enforce sick policies that require employees suffering from communicable illnesses to stay home from work until they have clearance by a physician to return and have received supervisor approval. Employees who have traveled to a country with a Centers for Disease Control and Prevention (CDC) Level 3 Travel Health Notice are required to self-quarantine for 14 days prior to returning to work. At this time, NONE of our have employees have traveled anywhere outside of the US. We require our employees to wear masks at all times. Employees are also having their temperatures monitored daily prior to starting their shift.

2. Patient Health Screening: Due to concerns about patient and employee safety, we ask that nonemergency patients experiencing flu-like symptoms (fever, cough, sore throat, nausea, vomiting and difficulty breathing) and patients who have returned from travel to a country with a CDC Level 3 Travel Health Notice in the past 14 days reschedule their appointments. We also ask that non-emergency patients with known health risks (immunocompromised conditions) reschedule their appointments. Patients will be asked to complete a COVID-19 screening interview and temperature check prior to all visits in accordance with CDC and American Dental Association recommended guidelines.

3. Sterilization Procedures: The foundation of our infection control procedures is based on requirements established by the CDC that state that all body fluids are treated as infectious because patients with bloodborne infections can be asymptomatic or unaware that they are infected. This includes body fluids in airborne droplets from coughs or sneezes. Personal Protective Equipment (PPE) used in our office, which includes gowns/scrub jackets, eye-protective wear with side protection, face shields, masks and gloves are designed to ensure that no blood or body fluids can be passed between staff and patients. These items are washed and disinfected or discarded between patients to mitigate any patient-to-patient transmission. Strict surface sterilization procedures are followed to clean and disinfect all operatory surfaces between patients and, after each use, all dental instruments are cleaned and heat sterilized in steam autoclave machines in individual sterile pouches.

4. Common Area Disinfecting: As a result of the current coronavirus concern, we have taken added precautions in the common areas. All magazines and pamphlets have been removed. Lobby surfaces and patient restrooms are disinfected every hour. This includes a thorough wipe down of all hard surfaces, such as door handles, doorknobs, tables, chairs and front office counters with Cavicide, a CDC-approved commercial sterilization agent. In addition, patients are being advised to practice social distancing by waiting in their cars. According to the CDC, the most important steps we all can take to avoid infection from airborne diseases are frequent handwashing with soap and water and regular cleansing of highly-used surfaces with disinfectant. We recommend that all our patients take these basic precautions.

PLEASE HELP US BY READING AND ADHERING TO OUR COVID POLICIES. WE THANK YOU FOR YOUR COOPERATION IN HELPING US KEEP YOUR CHILD, YOURSELF, AND OUR TEAM SAFE!!