

# MEDICAL SERVICES: DENTISTRY

This section includes maxillofacial & oral surgery offices and dentist offices.

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Doctors, nurses, hygienists and support staff have close physical contact with patients.

## EMPLOYEE + PATIENT PROTECTION



- Employees will wear masks, gloves, full face shields and/or protective eyewear, shoe covers and disposal gowns. One mask can be used per day. As N95 masks are again available to dentists commercially, they may be used as an option when high aerosolization is anticipated.
- Gloves, shoe covers and gowns will be disposed of after each patient.



- All staff will be screened for symptoms of Covid-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 will be referred to the appropriate healthcare facility.



- Patients will be required to wait in their vehicles and will be notified via cell phone when an exam room is available. They will be escorted directly to the exam room.
- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results will be done via telemedicine or the patient portal.
- When possible, non-emergent conditions will be handled via telemedicine.
- Services will be provided by appointment. If a walkup patient arrives, that patient will be evaluated in the same manner as an appointed patient, provided that the schedule allows for the extra patient.
- High-risk patients will use a separate entrance and exit. Patients will be separated from each other at all times by at least 6 feet.



- Office and exam rooms will be cleaned and disinfected between patients.
- All instruments will be either disposed or sterilized in an autoclave after each use. Each instrument is individually sterilized and packaged for each patient.
- Chairs, trays, capes and face shields will be cleaned and sanitized after each patient is treated.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Offices should utilize powered air-purifying respirators with high-efficiency particulate arrestance (HEPA) filters.



- Staff at checkout will be required to wear gloves.
- Credit card receipts will be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

American Dental Association: <https://www.ada.org/>

Louisiana Dental Association: <http://www.ladental.org/whats-new/286-coronavirus-covid-19-information>