

# PRACTICE NEWS

## The team is back!



### Enhanced Infection Control Procedures

We are striving to make visits to our office as safe as possible by instituting new infection control protocols and installing new safety equipment.

- Face masks are worn at all times by everyone in the office
- Sneeze guards have been installed at our front desk
- Clinical staff wear respirators and face shields during patient care
- Pretreatment oral rinses to reduce bacterial and viral counts
- Teledentistry available for virtual consultations
- AED available for emergencies



### Urgent and Emergent care available again!

We are excited to announce that Dr. Hwang and Dr. Andersen are back in the office to take care of specific dental concerns such as:

- Dental Infections
- Cavities
- Extractions and root canals
- Gum pain
- TMD
- New patients with dental concerns welcome
- Teledentistry consultations available

If you have a dental concern or if you have a treatment plan that needs to be completed. Call the office to set up an in person or telehealth visit at 410-970-0440.

## CHANGES TO EXPECT FOR AN IN OFFICE VISIT

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### **When you make an appointment:**

- The receptionist will perform a pre-appointment coronavirus screening.
- Please let our receptionist know if you are currently having symptoms of coronavirus, waiting for test results or have been exposed to someone who has tested positive to coronavirus within the last 14 days.



### **When you arrive for your appointment:**

- The receptionist will perform another pre-appointment coronavirus screening.
- A contactless thermometer will be used to confirm your temperature is  $<100.4$  degrees.
- If you drive to your appointment, you will be asked to stay in your car until your chair is ready.
- The waiting room has been reconfigured to accommodate social distancing, we are doing everything we can to minimize the amount of time that you will spend in the waiting room.

### **Preventative and Elective Care:**

At this time, we are not providing routine cleanings or elective treatments (sealants, whitening, esthetic treatments). Incorporating the new infection control protocols into our workflows is an ongoing process with tons of training! Our staff is working very hard to learn new habits and we are taking the next few weeks to get it dialed in. Once the local cases show a statistically significant decline we will be bringing back the hygiene team to make everyone's smile sparkly again! Please call us with any questions that you have. Dr. Hwang and Dr. Andersen are working hard to address everyone's concerns and reopen with the utmost confidence in everyone's safety.