

“The Returning Patient Experience”

Dear patient families:

We are pleased to announce that we will be officially reopening our office on June 2, 2020. We wanted to update you on our office policies and the steps we are taking to ensure the protection of the health and well-being of our patients, team, and doctor.

During the office closure, Dr. Prokop has carefully reviewed the most current recommendations of the CDC, OSHA, ADA, and AAPD for maintaining proper infection control. She has completed over 20 hours of webinars and continuing education courses to make sure that our office will be operating under these procedures.

We have made a few physical changes that you will notice when you come into our office. As you enter the office, you will be greeted by a staff member who will take your temperature before entering. Once inside the office, you will be requested to use hand sanitizer. There will also be a reduced number of chairs in the waiting room and there will no longer be any magazines or books for the children to read as these items are difficult to clean and disinfect. We will all be dressed a little differently, staff members will now be wearing masks and personal protective equipment. (PPE) the dentist and dental hygienist will be wearing added protection such as face shields, gowns, and hair coverings. Lastly at the end of the visit, your child will no longer be given stickers and/ or a token to use at the prize tower. The front desk will now reward them with a ball or sticker, if they want (choices will be limited).

Please review the following:

Appointments:

- We will be functioning at roughly 2/3 of the regular daily appointment load in order to allow for appropriate social distancing and increased sanitation of the general office areas.
- Emergencies will continue and only be defined by pain, swelling, bleeding and/ or loss of function. Most emergencies will be triaged by tele-dentistry first.

Office visits:

- Prior to your visit, you will receive an e-mail or text with a link to a wellness screening form that is to be submitted **BEFORE** entering the office. The wellness screening form is to ensure that you are at low risk for coronavirus infection. If you answer **YES** to any of the questions on the wellness survey, your appointment may need to be rescheduled.

- All patients will get a personal phone call from our office before their appointment to discuss your wellness survey.
- When you arrive for your appointment, please stay in your vehicle and call the office to notify us of your arrival for a “curbside check-in”. The front door will remain locked at this time.
- Please do not arrive earlier than your scheduled appointment time as you may not be allowed in the office due to social distancing protocol.
- Please dress warm to your appointment.
- **PLEASE BRING YOUR OWN MASK** and wear it to your appointment. Federal guidelines for social distancing and wearing masks in businesses continue and will be followed.
- Only the patient that is being treated will be allowed to enter the office. The only exceptions will be for very young patients, new patients, or those with special needs. In these cases, only one parent or guardian may accompany the patient. Other arrangements will be considered but must be spoken with the front staff at least 24 hours in advance. **Absolutely no other family members or friends will be allowed inside.**
- When the patient is ready to be seated for treatment, you will be notified, and a staff member will greet you at the door.
- Your temperature will be taken by staff using a touchless thermometer. If you have a fever, your appointment will be rescheduled in 14-21 days.
- Anyone entering the office will be required to use alcohol-based hand sanitizer and maintain the 6-foot social distancing guidelines.
- Please brush thoroughly before coming to your appointment.
- Patients will do a 60-second rinse with a 1.5% hydrogen peroxide mouth rinse at the sink.
- **PLEASE BRING YOUR OWN** sunglasses/eye protection.

Social:

- Please understand that conversations will be significantly reduced to allow for social distancing, running on time, disinfection of chairs and instruments, etc.
- The reception area will remain closed at this time.

Team:

- We will take temperatures daily of every team member immediately upon arrival at work. Any team member who has a fever will be sent home.

- Every team member will answer the wellness survey that our patients are required to answer, any positive responses will require the team member to be sent home immediately.

We take your safety **VERY** seriously. We sincerely ask for your patience and understanding during this initial stage of returning to work during this pandemic. Treatment progress may be slightly delayed, and many patients have missed at least one routine visit, but we are focusing on getting each of you back on track while not exposing our team members or patients to unnecessary risk.

If you have any questions or concerns, please feel free to call the office at 410-897-1931 or e-mail us at drmarlaprokop@gmail.com.

Tooth Fairy Smiles Family