



WAIMEA SMILES COVID PROTOCOL

Safety Plan

TRAINING AND TEAM EDUCATION

Our team has spent extensive hours in refining the protocol to deliver your dental care in the safest way possible:

- Our team has had refreshed training in proper hand washing techniques. This may seem basic, however, it is one of the most important things we can do to prevent the spread of the virus. We have spent a lot of time ensuring that our team does it well and often, especially before and after every patient encounter
- We have practiced appropriate use of personal protective equipment (PPE) prior to caring for a patient to prevent contamination
- We are encouraging staff that are not feeling well to proactively stay home for two weeks
- We have everyone in the office take their temperature at the beginning of every day and will immediately send home anyone with an elevated temperature
- We have created a specific checklist of recommendations for our team to follow so they arrive to work healthy and go home to their families without worry

GUIDELINES FOR OUR TEAM

Before Coming to Work:

- Take temperature (do not go into work if you or any family member are experiencing symptoms; cough, sore throat, fever, etc.)
 - Remove watches, and any jewelry prior to seeing patients
 - Tie up hair, nails must be kept short
 - Avoid any unnecessary accessories
 - Phone must be sterilized with alcohol before entering and leaving the office, hands must be washed after cell phone use.
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At Work:

- Team must change into clinical scrubs once arriving to the office, scrubs are to be laundered each day
- Leave all clutter (pens, phone etc.) outside of patient ops
- Employees are not to use cell phones or apple watches in any work area
- Each stationary work phone should only be operated by one employee (no sharing of hand/headsets). Wipe the hand/headset after each use.

At Home:

- Don't touch anything at home (including loved ones) until showering with soap and water.

PATIENT INTERVIEWS AND SOCIAL DISTANCING

Before patient arrival, every effort is made to:

- Filter patients during phone call when scheduling appointments for care using established and recommended screening checklists and scripts
 - Reschedule any patient who shows any signs of a cough or fever, or who describe having any concerning warning signs
 - Instruct patients to call ahead and reschedule their appointment if they develop symptoms of a respiratory infection (ex. Cough, sore throat, or fever) on the day they are scheduled to be seen.
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To Promote Social Distancing:

- We will utilize a virtual waiting room: patients should call the office upon arrival in parking lot. Patient can wait in their car, outside of the office, where they will be contacted by a mobile phone when it is their turn to be treated
- If a patient is being accompanied, their escort should preferably wait in the car to limit the number of people in the waiting room
- To enter our office, patient must have an appointment
- If there is another patient at the front desk, and your appointment has finished, please wait outside until the front desk is clear
- No other team member should enter the room during treatment if possible
- Credit card information will be taken over the phone at the time of scheduling an appointment

Safety measuring taken upon arrival

- Visual alerts (signs, posters) at the entrance door advising patients of Covid-19 risks and advising them not to enter the facility when ill, in addition to instructions for sound hand hygiene and cough/sneeze etiquette.
 - Door to the clinical operatories will be left open to avoid door handle contact
 - Patients will be met in reception (at the front door) by a member of our staff. Once necessary screening questions have been asked, we will proceed directly to the operatory to eliminate any time in our waiting room
 - Patients will be asked to wash their hands at a hand washing station, or with hand sanitizer
 - Patients will be administered a 1% Hydrogen Peroxide rinse as recommended by the American Dental Association
 - Patients will be evaluated for respiratory symptoms and fever (utilizing a thermometer)
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MEASURES TAKEN THROUGHOUT THE DAY

- Frequent wiping down of waiting rooms, bathrooms, door handles, tables, light switches, computers, pens with disinfectant
- Physical barriers installed at front desk to minimize source of transmission between front desk and patients.
- Use of negative pressure systems and/or rubber dams to limit aerosols during procedures.

PROTOCOLS OF THE CLINICAL TEAM

Personal protective equipment:

- Wear PPE (masks, gloves, cap, eye protection, face shields, jacket/gown, and N95's with aerosol generating procedures. Use of negative pressure systems and/or rubber dams to limit aerosol generating procedures
- Surgical masks are to be worn over N95's to limit them being soiled
- Remove and discard gloves when leaving patient room and immediately perform hand hygiene
- Staff to have office designated pair of shoes to wear at work

Hand Hygiene is performed by our staff:

- Before and after all patient contact, contact with potentially infectious material, and before and after putting on personal protective equipment, including gloves
 - Washing hands with soap and water for at least 20 seconds
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Protocols after treatment

- Patients to wash hands and put on their mask after treatment completed and before being escorted to the front desk
- Routine cleaning and disinfection procedures (using EPA registered, hospital grade disinfectant to frequently touched surfaces or objects for appropriate contact time as indicated on the products label, appropriate for SARS-CoV-2)
- We encourage payment by credit card over the phone to limit contact with front desk
- Discussion of estimates and insurance forms to be carried out via phone, video conferencing or email

We are employing additional team members whose main focus is only on sterilization. This team member will be responsible for cleaning, sterilizing, disinfecting and wiping down everything in operatories and permanent fixtures on a regular basis

We are confident that these guidelines will help to create a safe environment for all of our patients and team members and hope that you can feel secure in the knowledge that we are doing everything in our power to provide the safest clinical conditions in order to protect our patients, our team, and our families.

Waimea Smiles

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