

Our Office Protocols During the COVID-19 Pandemic

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

You will see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Our office will contact you a couple days prior to your appointment to ask some screening questions via phone call, text or email. Please make an effort to respond prior to your appointment day. You'll be asked those same questions again when you are in the office.
- As of now, we kindly ask you to enter wearing a mask or face covering as required by Governor Baker and Mayor Walsh.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- Your temperature will be taken and you will be asked to rinse with an anti-viral mouth rinse prior to your dental treatment.
- For the time being, our waiting room will no longer offer magazines, children's coloring books, coffee machine, and so forth, since those items are difficult to clean and disinfect. There will also be more limited seating available, but as you know, we never keep you waiting for long! If you would like a magazine, coffee or something else, we will be happy to give to you, and you may bring it home with you to keep.
- In order to adhere to social distancing guidelines, we will be staggering appointment times with fewer scheduling options. We will do our best to allow greater time between patients to reduce waiting times for you, as well as reduce the number of patients in the reception area at any one time.

We ask that you arrive at your appointment on time (not too early or late) which will benefit our reduced flow of people in the office. We kindly ask that only the person with a scheduled appointment come to the office with the exception of a parent, guardian or caregiver if needed. Drivers and other non-patient companions are requested to refrain from coming into the office.

We sincerely thank you for reading through our updated guidelines and protocols during these unprecedented times.