

COVID-19 FAQs FROM PATIENTS

1. How do I know the office is safe and fully disinfected?

At (Practice Name), we have always adhered to the strict safety and infection control recommendations by the American Dental Association (ADA), the Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA). Our high standard of care ensures that your trust and safety are never compromised. Additional extensive infection control and sterilization measures are being implemented to ensure safety of our patients and team.

2. Is it safe to sit in the waiting room?

We prioritize cleanliness of our office for health and safety of our patients. Every night we clean our waiting room. Now, we are cleaning it throughout the day and paying special attention to wiping down chairs, door handles, and other things patients frequently touch. To follow the social distancing guidelines, we have also made changes in the waiting area, and our scheduling and check-in process.

3. Have any of your patients tested positive for the coronavirus?

If you have had a positive case:

We have identified a positive case. Upon identifying, we alerted other patients who visited on the same day, contacted local health authorities, and thoroughly disinfected the whole office.

If you have not had a positive case:

We have not identified any positive cases in our office. We are prescreening every patient prior to their appointments for any possible risk of exposure or being in close proximity to someone who might be presenting such symptoms. We will contact local health authorities and follow their guidelines if anyone tests positive for the virus in our office.

4. Have any of your staff members been sick or tested positive for the virus?

Our team and their families are staying healthy during this time. If any team member is showing symptoms, we require them to stay home under normal circumstances. We are taking extensive precautions and recommending that anyone with fever, cough, shortness of breath or body aches and chills sees their doctor as soon as possible and self-quarantines.

5. Should I cancel my appointment if I am feeling sick? Should I cancel my appointment if someone other than me is sick in our household?

As recommendation by CDC and the health department, we are asking patients to stay home if they or their family member present with fever, cough, or flu like symptoms. We would prefer to reschedule your appointment for a later date. (for at least 2-3 weeks)

6. Should I come to my dental appointment alone?

To ensure patient safety, we are continuing to practice social distancing at our office. Until we are told otherwise by state officials, we ask that you do not bring other family members to your appointment. If you need them for your transportation or for assistance, we kindly ask that they wait for you in the car.

7. Will there be a no-show fee if I am unable to keep my appointment for reasons related to COVID-19?

Unforeseen reasons for cancellations may come up during this time and other concerns might be on your mind. We ask that you give us as much advance notice as possible if you won't be able to visit us. We will not be charging missed appointment fees during this time, but your advance notice may help others get their dental work done.

8. What if I am unable to pay for my dental care?

Many patients might be in a challenging financial situation due to the COVID-19 pandemic. We are here to help our patients afford necessary dental care and welcome discussions on different options to ease your burden. In our office we offer (affordable care, dental membership plans, Care Credit and etc)