

COVID-19 Safety Policies

The safety of our patients and staff is always our highest priority. Due to the COVID-19 pandemic we are having to find new ways to continue to take care of our patient's dental health. Some of the changes that we are making in the interest of safety will change how you check in upon arrival to your appointment. When you arrive in the parking lot you will call the office at 704-547-8734 and Jennifer will check you in, update any information, and take any payments due over the phone. You will not enter the office until your treatment provider is ready to escort you to your treatment room. Other changes that you may notice during your appointment may include the following:

- No patients or family members will be allowed in the reception area, while this may be inconvenient it is important during this pandemic. Only 1 parent or 1 necessary interpreter will be allowed to accompany the patient and they must come into the treatment room with the patient
- Screening questions will be asked when confirming your appointment and again upon arrival
- Your temperature will be taken with a sublingual thermometer, all staff are required to take their temperatures daily as well
- You will be asked to do a pre-rinse with a peroxide- based mouthwash
- We will be minimizing the use of ultrasonic instruments during your cleanings as much as possible
- Any restorative treatment in which a dental dam can be utilized it will be
- We are updating our cleaning and disinfection protocols as new information and recommendations become available so please be patient with us as we adjust our appointment times and times in between appointments to accommodate these changes

Thank you for your patience and understanding as we all get through this together!!