**How an Office Visit Will Be Different Than What You Were Used Too**

When making an appointment you will be interviewed on the phone as to the status of your health and any recent travel. You will be given an appointment time and asked to make sure you come at that exact time.

**We Are Trying to Eliminate People in the Waiting Room As Much As Possible**

Instead of coming into the office, you will be asked to text us when you arrive and wait in your car until we are ready to get you. At that time, we will text you and ask you to come in wearing a mask if possible.

**Check-In Procedures**

You will most likely be met by a staff member in full PPE. Facemask, shield, and gown. You will again be interviewed, asked to sign your medical interview, making sure it has remained the same. The form also has a relief on it that we are trying to minimize your exposure as much as possible, but with most things there are no guarantees. You will be given a mask if you do not have one. Your temperature and possibly pulse oxygenation levels will be tested and recorded. If your oxygenation level is above 90% and your temperature is below 100.4 you will be brought back directly to the operatory you will be seen in. If not, you will be asked to reschedule and possibly seek medical attention. Although these procedures may seem like overkill it is to protect the health of you and every other patient we see. We must treat everyone like they have the virus, so we do not spread the virus.

**Treatment Generating Aerosol Sprays**

**(Anything with the Drill or Ultrasonic Scaler)**

We will have full PPE on. You will be asked to rinse with an antiviral rinse to lower the viral load in your mouth. We will do an examination. If we deem the treatment is necessary and vital, and you agree, we will try and complete everything we can in the fewest number of visits necessary to minimize your exposure. If the procedure produces any aerosol sprays the doctor and assistant will stay in the room the whole time you are there not breaking the chain of sterility. Once treatment is done you will be asked to put your mask back on, and you will be able to leave. Because of all the equipment appointment time will most likely be a bit longer than it was before and we ask that you schedule accordingly.

**Treatments Not Generating Aerosol Sprays**

**(Routine Checks, Suture Removals, Most Orthodontic Visits)**

The level of PPE will not be as extensive but will still be necessary but the doctor will be able to circulate two different rooms because there is no danger of moving the virus if there is no aerosolization of fluids.

**Check out**

You will be asked to pay by credit card or check at the time of service. The pens will be sterilized in between uses.

**This Is New to All of Us!**

Although we have always complied with CDC, OSHA, ADA, local and state boards with the level of sterilization or office provided in the past, we must adhere to these new standards. Like the way hospitals are, there is a different level of sterility in the operating rooms versus the rest of the hospital.

**On a Personal Level**

I have always tried to make my office as friendly and warm as possible and I asked that from my staff too. We all enjoy the interaction with our patients. It makes things more comfortable for everybody in my opinion. My fear is that the PPE will get in the way of that part of the practice. We are not trying to create a barrier between our patients we are just trying to create a barrier between us and the virus. I ask you all to understand in these very trying times. Many of the things we are adhering to are not necessarily the way I want to do things, but they are the way we must do things now to keep everyone safe!

I am always available to discuss any questions or comments you may have; I believe open communication leads to a greater understanding of your needs.

Sincerely,

Eric R Shantzer, DDS