

Pre-Appointment (Tele-Dentistry) Questions to be Asked of All Patients prior to Visit (at Least 48-72 Hours) via Phone, Text, Email, or Google Forms

Mandatory Questions

Note: This pre-appointment process can also include emailing the patient the “What We Are Doing to Keep You and Our Team Safe?” document. The document will also discuss PPE fees (optional) associated with these required protocols. Prepayment for appointment procedure strongly recommended at this time.

1. Do you or have you had any flu-like symptoms in the last 14 days?
 - Cough
 - Shortness of Breath
 - Or at least two of these symptoms:
 - Fever
 - Chills
 - Repeated shaking
 - Fatigue
 - Muscle aches
 - Vomiting
 - Headache
 - Sore throat
 - New loss of taste or smell
 - Malaise
 - Nausea
 - Diarrhea
2. Are you awaiting results of a lab test for COVID-19?
3. Have you tested positive for COVID-19? When?
4. Have you or a family member previously been asked to self-isolate or self-quarantine in the past 14 days?
5. Have you had close contact to an individual diagnosed with COVID-19 infection in the past 14 days?
6. Have you traveled in the past 14 days to a region with high rates of COVID-19 disease activity?

If yes to any of the above questions, delay elective treatment for 14 days, then re-evaluate.

Highly Recommended for Patients who are ASA III or Greater (Higher Risk for COVID-19 Complications)

Use your clinical judgment in deciding whether to treat the patient due to the possibility of COVID-19 infection without symptoms or recommend PCR testing for active virus or serology testing for IgG.

If it is an emergency procedure and the patient has answered yes to any of the mandatory questions, consider medical management (analgesics, antibiotics) for 14 days. Advise the patient to call (not visit) their primary care provider to receive advice for COVID-19 testing. If patient *requires evaluation due to severity of the dental symptoms*, move patient to designated isolation room, use full PPE including N-95 respirator, perform POS viral RNA test (nose swab or saliva test) if available. If (+), decide if treatment can be delayed for 14 days and schedule follow-up. If treatment must be rendered, use enhanced protocol in isolation room.

Day of Appointment after Pre-Appointment Telephone Screening Has Cleared Patient for Visit:

Patient to call office when they arrive in parking lot. This can be manually accomplished with phone, Google Voice, or CareCru virtual waiting room, or Oryx (or similar Cloud-based products).

Patient and any “essential individual” that is accompanying the patient are asked the same 6 mandatory questions again while in vehicle or outside office. Only translators, parents, guardians, or other support individuals essential to the patient’s visit (essential individuals) can accompany patient to office. All other individuals must wait outside of office. Essential individuals will be encouraged to wait in car after accompanying patient. If not practical, they will follow the same protocol below for patient arrival (given a mask, temperature taken, wash hands, given gloves), then asked to wait in reception area with appropriate social distancing protocols in place.

If **yes** for any of the questions, (including the accompanying person) reschedule. Consider medical management (analgesics, antibiotics) for 14 days if a non-elective procedure. Advise the patient to call (not visit) their primary care provider to receive advice for COVID-19 testing. If patient *requires evaluation due to severity of dental symptoms*, **see above**.

If all answers are no, proceed with appointment protocol.

When patient arrives, they should already have a mask on or they will be given a level I-III face mask, and have their temperature taken. If their temperature is 100 or above, follow protocol above for any yes answers to the 6 mandatory questions and re-schedule. If temperature is normal, take them directly back to the operatory to wash/sanitize their hands, remove mask and ask them to rinse with a pre-rinse (CTX 4, ioRinse or similar).

Seat with bib, protective eyewear, perform pulse oximeter evaluation (optional).



Perform procedure with appropriate PPE, isolation, and evacuation protocols.

If patient needs to leave the operatory before the completion of care (to use the restroom), remove patient bib, eye protection, replace mask, and put gloves on.

At the completion of care, remove patient bib and eye protection. Replace mask. Put gloves on or ask them to wash their hands and use hand sanitizer.

Schedule subsequent appointment in operatory.

If prepayment for appointment not performed, use touchless payment protocols (Square, remote CC terminal, etc.) Preferable to complete this in operatory. If not, escort patient to exit and collect at front desk using social distancing protocols.

Insist on patient informing your office if any changes in their health occurs in the next 14 days.