

Coronavirus (COVID-19)

At this time, we are

Postponing all elective procedures

If you are having a

DENTAL EMERGENCY

Or experiencing pain,

WE ARE GOING TO BE OPENING MAY 11

But we are here to help now through our Tele-dentistry service

By providing care to emergency patients

We can help alleviate

The burden that dental emergencies

Can place on hospital emergency departments

TENDER CARE PEDIATRIC DENTISTRY OFFICE IN MURRYSVILLE

Is temporarily closed

Patients scheduled for emergency treatment at our Murrysville office will now be seen at the Mt Pleasant location until we can provide elective services

We understand you may, have questions about what this means for you.

Here are some of the details you may want to know:

DENTAL EMERGENCIES

We are indeed still here for you

- Our office will remain open for all emergency and pain-related appointments
- If your child is experiencing pain, we are absolutely committed to providing treatment and are still here to help
- If that is the case, please call our team at 724-542-4818

PREVIOUSLY SCHEDULED APPOINTMENTS

Do you have an upcoming appointment scheduled between now and May 8? Our office will contact you.

- If your upcoming visit is of an **elective** nature, our team will work with you to reschedule.
- If your upcoming visit is of **non-elective** nature, our team will reach out to confirm the appointment and answer any questions you have.

SHOULD I EXPECT UPDATES?

We are monitoring developments closely and will continue to update you.

- As information develops, we will be updating our website's dedicated "Coronavirus" page with all relevant points.
- We also be reaching out via Facebook, text, e-mail with any pertinent updates.

Our patient's health, safety, and well-being are always our primary focus.

We remain committed to ensuring the safety & well-being of our patients, our team, and our community We are here to be of help, service and support to you.

If you have any questions, give us a call at 724-542-4818

QUESTIONS & CONCERNS:

CORONAVIRUS

“SAFETY PRECAUTIONS” ... WHAT SHOULD I KNOW?

Even under normal circumstances, Tender Care Pediatric Dentistry maintains the highest standard of infection-control protocols using the latest OSHA guidelines as well as the recommendations of the American Dental Association.

In response to this crisis, we are also implementing COVID-19 infection-control measurements recommended by the Centers for Disease Control (CDC).

As a healthcare provider, we already maintain extremely strict protocols for the cleaning and disinfection of all operatory rooms. In addition, we have increased the frequency of disinfection-measures in our public spaces and common “touch points” – Doorknobs, counters, restrooms, etc.

Anti-bacterial hand sanitizer can be found throughout the office and we encourage patients to remain proactive with their own personal hygiene (e.g. frequent & throughout hand washing, appropriate sneeze protocol) during this time- in our office and beyond.

Additionally, the temperature of every individual in our office- patients and team members alike- is taken upon entry. Temperature, among other pertinent health questions, are also discussed during each patient’s confirmation call prior to the dental appointment.

WHAT ABOUT THE STAFF?

Our team members have been trained in proper infection prevention measures and have been instructed to not report to work and see their doctor if they are feeling unwell.

They have also been provided with the additional tools necessary to ensure they are using the most up-to-date hygiene protocols for completion of their tasks.

I’M A PATIENT.... WHAT SHOULD I DO?

The CDC has several recommendations to reduce exposure to the coronavirus and other illnesses. We encourage you to review them here:

<http://www.cdc.gov/coronavirus/index.html>.

The following measures have been implemented to maintain the safety of our patients and our staff

We are asking that patients help us with the following:

Re: ACCOMPANYING INDIVIDUALS

i.e. family/caregivers who are providing rides (& other necessary support) to patients following their treatment.

- limit non-essential individuals when presenting for treatment
- When possible, these visitors should be limited to **essential “support” individuals only**

If you are experiencing ANY respiratory issues or cold-&/or flu like symptoms, including, but not limited to:

- Fever
- Cough
- Shortness of breath

We ask that you please contact the office (724-542-4818) to reschedule your appointment.

In addition to the above questions please consider:

- If you have been in close contact with someone who was tested positive for COVID-19:
- If you or a member of your family/household have traveled outside of the country within the last 14 days
 - Particularly to/from/within any of the countries that have experienced widespread, sustained transmission of the novel coronavirus (e.g. China, South Korea, Iran, Italy, France & Spain).
- If you live within a community/county that is deemed to have widespread community transmission

We ask that you please contact the office (724-542-4818) to reschedule your appointment.

MORE INFORMATION:

For more information on the coronavirus, Tender Care Pediatric Dentistry recommends the following resources:

- CENTER FOR DISEASE CONTROL AND PREVENTION <http://www.cdc.gov/coronavirus/2019-ncov/index.html> (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>)
- WORLD HEALTH ORGANIZATION <https://www.who.int/emergencies/diseases/diseases/novel-coronavirus-2019>
(<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>)
- PENNSYLVANIA DEPARTMENT OF HEALTH <https://odh.pennsylvania.gov/wps/portal/gov/odh/home>
- (<https://odh.pennsylvania.gov/wps/portal/gov/odh/home>)

