

# 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/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>)