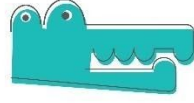


NEW ORLEANS



CHILDRENS  
DENTAL CENTER

## Interim COVID19 Distancing Policies & Procedures

**It is the mission of our office to provide our patients and their families personal, individualized, quality-focused care resulting in a superior experience for all.**

**During this unprecedented time, we will continue to strive for this mission while complying with federal and state regulations set forth to protect your children & our staff.**

- Reopening our office for both treatment and regular care is recommended by the ADA as follows:

Per the American Dental Association “The longer dental practices remain closed to preventive care and treatment for early forms of dental disease, the more likely that patients’ untreated disease will progress, increasing the complexity and cost for treatment down the road. The safety of patients, dentists and dental team members are been and always will be ADA’S utmost concern. “ April 18, 2020

- In accordance with distancing policies set forth by both our federal and local governments, you and your family will notice some changes in the way our office operates. These changes will most likely be temporary and will be evolving as recommendations evolve. Please be patient with our staff and feel free to ask questions if they arise.
- Keep in mind when scheduling your appointment only 1 parent and 1 child should be in the car. We cannot allow siblings in the building or leave anyone unattended in a car. If you choose to bring siblings your child being seen must be 4 years old and above, so that the parent may remain in the car with the siblings.

- Our entertainment areas will be closed, so please Bring Your Own Entertainment! (BYOE). No food or drink will be allowed in the building. We will not be offering balloons at this time.

## **SCHEDULING**

- We will be scheduling your child's appointment for a longer period of time than you are accustomed to, to allow for proper disinfectant measures to be taken in the facility.
- Because of distancing measures, we will be staggering appointments to keep the density in the building low. Please pay extra attention to your appointment time, as it may not be a time that you are used to.
- It is imperative that you are on time, if not slightly early, to your appointment due to these changes. We want to give every child the time and attention that they need and deserve.

## **ARRIVAL**

- Please pull into the parking lot and call the office to alert the staff of your arrival.
- Please wait in your car and someone will assist you with the checking in process. This will include a temperature check, screening questions, and an estimate of your portion of payment for today's visit. Temperatures must be less 100.4 F and all screening questions must be passed in order to proceed with the appointment.

## **APPOINTMENT**

- The Dental Hygienist or Dental Assistant who will be caring for your child today will come out to your car and review consents and any questions you may have at this time.
- If your child is 4 years old or older, he or she will accompany the staff member into the building **WITHOUT A PARENT/GUARDIAN**. This is to keep our office in accordance with both distancing guidelines and CDC requirements for PPE.
- If your child is 3 and under, or your child has special needs, we will allow **1 PARENT** to accompany the child inside the building. This parent must provide their own facial cover and it must remain in place for the entire visit. This parent will also be subjected to a temperature check and screening questions. Upon entering the building, the parent's hands will be sanitized, and the

parent will be asked to sit 6 feet from the treating staff. Parents will not be allowed to accompany children to the X-ray area's as we normally would.

- Upon entering the building your child's hands will be disinfected with hospital grade hand sanitizer. Your child will be seen in their own treatment room to keep distancing measures in order.
- After your child's visit is complete, the Dental Hygienist or Dental Assistant will choose a toy appropriate for your child and will return your child to your car. At that time, she will provide you with information about your child's visit and post-operative instructions if necessary.
- If your child needs to come back for another visit, please remain in your car and call the front desk to schedule before you leave. If your child does not have treatment and you would like to schedule a 6-month cleaning at this time you can also do so.

### **CHECK OUT**

- A staff member will come to your car to facilitate/ collect payment before you leave if indicated.
- She may provide you with receipts and an appointment card if you need one.
- If a parent accompanied the child into the building for the visit, they will still be asked to check out from the car as stated above.

### **WHAT IF MY CHILD HAS A CAVITY?**

- If at your cleaning visit the doctor diagnoses a cavity, the staff will try to take a picture of the tooth and / or the x-rays. They will bring this photo out to your car for you to view on an I-pad.
- We may be able to answer questions either car side or via telephone.
- We will bring you a copy of the treatment plan to your car before your departure.

**We understand that communication is going to be very different than what we are all used to for an undetermined amount of time. Please be patient and know that our doctors and staff still strive for the highest level of care for your children.**