

Dear patients and friends

We are committed to continually keeping you safe. One of the most important things we are doing during this time is to train and educate the team. We are proud to say that we had stringent infection control protocols prior to the pandemic. We have made further modifications to our practices based on current data from the World Health Organization (WHO), Centers for Disease Control (CDC) and Occupational Safety and Health Administration (OSHA), the American Dental Association (ADA) and various other federal, state and regional organizations to prevent the spread of SARS-CoV-2 (Coronavirus). Our goal is to create a safe environment for all of our patients and team members. Our hope is that you can feel secure in the knowledge that we are doing everything in our power to provide the safest clinical conditions protecting everyone entering our doors.

Dr. Jamila D. Miller and Team

A. Training and Educating Our Team

- ✓ Everyone on our team has had updated training on:
 - Proper hand-hygiene
 - Simple right? Yes! But effective! Current research reveals it is THE most important measure we can take to prevent the spread of the virus, not just in clinical settings but also at home too.
 - Appropriate use of personal protective equipment (PPE)
- ✓ Everyone on our team will have:
 - Daily body temperature readings prior to start of work day
 - Any member of our team that does not feel well will stay at home for two weeks
 - Practice social distancing within office even during meal and breaks

B. Recommendations for Our Team

- ✓ Before coming to office
 - Everyone on the team
 - Measure body temperature before leaving home
 - If symptoms, or anyone in the family as symptoms, team member will stay at home for two weeks
 - No jewelry or other accessories
 - Hair positioned off face and/or short
- ✓ At the office
 - Everyone on the team
 - Measure body temperature
 - Change into uniform and clinical shoes
 - Use PPE as appropriate
 - Practice social distancing
 - Sanitization of work stations
- ✓ Before leaving the office
 - Everyone on the team
 - Wash hands and arms with soap
 - Remove uniforms and launder at the office

- Wash hands and change into street clothes
- ✓ At home
 - Everyone on the team
 - Do not touch anything upon entry
 - Remove shoes and clothing
 - Wash clothing
 - Shower immediately with soap and water before touching anything (including loved ones)

C. Patient pre-procedure phone call/virtual visit

- ✓ Before your visit
 - Review screening questionnaire via phone
 - Patient with signs and symptoms of SARS-CoV-2 will be referred for testing /medical evaluation and rescheduled
 - Review health history
 - Answer questions
 - Review pre-procedure recommendations
 - Review post-op instructions
 - Masks or other face coverings are required when you enter the office, if you do not have one we will provide one for you

D. To promote social distancing when you arrive

- ✓ Limit traffic in the office
 - Limited seating in the lobby
 - You will notice that our lobby chairs have been rearranged to promote social distancing
 - We ask that you wait in your car and call us upon arrival. We will call you when we are ready.
 - If you do not have a cell phone, we will come out to invite you into the office when we are ready.
 - Appointments will be scheduled to prevent a full lobby

E. Safety measures taken upon arrival

- ✓ Masks/face coverings are required upon entry
 - If you do not have one, one will be provided
 - We ask that you only remove your mask once we begin treatment
- ✓ You will notice signs at the entrance on the following
 - Signs and symptoms of SARS-CoV-2
 - Hand hygiene
 - Coughing and sneezing etiquette
 - Proper disposal of tissues if sneezing or coughing
- ✓ You will notice products for hand hygiene and sneezing
 - Waterless hand sanitizer

- Tissues
- ✓ You will notice changes in lobby
 - No magazines (SORRY ☹)
 - No pamphlets (We still have plenty)
 - Chairs are positioned to allow for social distancing
 - Barrier at the front desk
 - We will greet you wearing PPE

F. Prep before procedure

- ✓ Taken to clinical area immediately to avoid lobby
- ✓ Measure body temperature
 - If temperature is elevated (100.2° F), individual will be referred for testing/medical evaluation and rescheduled
- ✓ Sanitize hands
- ✓ Measure vitals
- ✓ Review screening questions for SARS-CoV-2
- ✓ Sign consents
- ✓ Pre-procedure rinse

G. Protocols of the Clinical Team

✓ During the Procedures

- Hand hygiene is performed by our staff
 - Before and after all patient contact
 - After contact with potentially infectious material, and before putting on and after removing PPE, including gloves.
 - After removing PPE in order to remove any pathogens that might have been transferred to bare hands during the removal process.
 - Washing hands with soap and water for at least 20 seconds
- Personal protective equipment (PPE)
 - Wear PPE (masks, gloves, cap, eye protection, face shields, gowns)
 - Masks are one time use and replace if soiled
 - Use of N95 masks or equivalent with aerosol-generating procedures

✓ After the completion of Clinical Treatment

- All non-disposable medical equipment used for patient care cleaned and disinfected according to manufacturer's instructions

- Ensure that environmental cleaning and disinfection procedures are followed consistently and correctly
- Routine cleaning and disinfection procedures appropriate for SARS-CoV-2 in healthcare settings, including those patient-care areas in which aerosol-generating procedures are performed
- Use of a mobile self-contained filtration device to help reduce and eliminate bacteria, viruses and other pathogens

✓ **After your Procedure . . . Before Leaving the Office**

- Pre-scheduling before leaving clinic when possible
- Use of hand-sanitizer before leaving clinical area

H. At the End of the Day

- Clean and disinfect the entire office in preparation for the following day
- Use of a mobile self-contained filtration device to help reduce and eliminate bacteria, viruses and other pathogens