

May 2020



Hello from Catoclin Dental!

We hope you and your family are safe and well! The past few months have been a challenging time for everyone in our community. Our office is paying close attention to the latest infection control guidelines for dental offices from the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC), and the Maryland Department of Health (MDH). While many things have changed during the last few months, one thing has remained the same: our commitment to the health and safety of our team and you – our valued patient.

We have spent many hours attending webinars, researching, and purchasing additional dental equipment and supplies to ensure we do the absolute best to keep you and our team members safe. We continue to review guidelines and updates from these agencies so that we remain up to date on new rulings and guidance issued.

At your next appointment, you may notice some changes to further protect you and our team:

- Our team members will be wearing additional Personal Protective Equipment (PPE) including N95 Respirators, surgical gowns, surgical caps, and face shields.
- Germ Guardian HEPA/UV Air Intake Filters are located throughout the office to purify the air.
- Aerosol Reduction Equipment will soon be used in our treatment rooms to evacuate and capture aerosols.

We also have new protocols for office appointments.

- **Pre-screening** – Before each appointment, you will receive a phone call from our office to confirm your appointment and ask pre-screening questions. It is important to tell us about any known symptoms and any recent contact you may have had with anyone who has, or had, COVID-19. **If we are unable to reach you directly please return our call to confirm your appointment and complete the pre-screening process.**
- **Social Distancing** – Appointments will be scheduled to allow time for social distancing between patients. Please arrive 10 minutes prior to your scheduled appointment time so that our office may abide by these new guidelines. Because of new treatment room processing and sanitizing protocols, **late arrivals may result in shortened or rescheduled appointments.**
- **Office Arrival** – Please call our office from your car (301-271-2811) upon your arrival and remain in your car until your treatment room is ready. For now, your car is your new waiting room. For your safety, we can no longer provide magazines and children's toys.
- **Face Masks** – Please wear a face covering, or mask, to and from, and at all times while in our office, except during your treatment.
- **Companion Limitations** – If a companion assists you walking into the office, we ask that they return to their vehicle during the appointment. Only the scheduled patient will be allowed into a treatment room, except for a patient requiring parental or guardian accompaniment. Please make childcare arrangements or plan for children to wait in your car with appropriate supervision.
- **Hand Sanitizer** – Please use the provided hand sanitizer when you enter (and leave) the office. These are in the walk-in foyer area and throughout the office for your use.
- **In Office Screening** – We will take your temperature with a no contact scanning thermometer, check your pulse and oxygen levels with a finger pulse oximeter, and review the pre-screening questions when you enter the office for your appointment.
- **Pretreatment Rinse** – Once you are seated for your appointment you will be asked to use a pre-treatment rinse to aid in infection control.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we are taking to keep you and our team safe. We understand that there are A LOT of changes, but we are all working together to create the same safe and caring environment that you have always experienced at our office.

Thank you for being our patient. We value your trust and loyalty, and know that together, we can get through these trying times! We look forward to seeing your smiles again soon!

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