



What We Are Doing to Keep You and Our Team Safe.

We are excited to have the opportunity to welcome you back! Our office has always utilized personal protective equipment (PPE) that has EXCEEDED the Maryland State Dental Board guidelines. However, in light of the COVID-19 Pandemic we have instituted ADDITIONAL protocols to ensure your safety.

You will see many changes as we have new ways of scheduling your appointments and managing your insurance and financial transactions. First, you will be contacted 48-72 hours prior to your appointment via phone, text or email and asked a set of health-related questions. It is required that we complete this questionnaire prior to your appointment. Below is a list of some of the enhanced precautions we have taken to protect you in addition to extensive team training on infection control and patient management procedures.

1. Personalized arrival procedures to guide you from your car directly to treatment rooms to eliminate contacting surfaces.
2. Maintain distancing in the reception area for essential caregivers and parents of minors if they cannot wait in a vehicle or outside the office.
3. Removed magazines and water bottles that can harbor or transfer germs of any kind. Hand sanitizers will be positioned throughout the office.
4. We require a mask to be worn by ALL patients and caregivers upon entering the office.
5. Installed sneeze guards or droplet barriers at all reception areas.
6. Require hand washing and sanitizing before all appointments by our team and by our patients.
7. Introduce an oral pre-rinse by all patients once seated to reduce exposure to germs.
8. Record temperature of every patient upon entering the office.
9. Record the temperature and lung efficiency of every team member each day.
10. Payment arrangements in advance to avoid delay and allow contactless exit from the appointment.
11. Enhanced operatory disinfection procedures of all surfaces between patients.
12. Ambient air management with HEPA air filtration continuously in treatment rooms and common areas to remove germs from circulating air.
13. Enhanced operatory disinfection procedures before and after all appointments with mist or fogging devices to access hard to reach places.
14. New personal protection equipment like visors, scrub caps, and double masks for our doctors and team to provide barriers against the smallest of germs.
15. Introduce protocols to reduce or eliminate airborne aerosols during all dental procedures.
16. Enhanced nightly disinfection procedures of equipment and office fixtures like computers, keyboards, telephones, tablets, chairs, doorknobs, and buttons.
17. Disinfection of all outside mail and packages that enter the building.
18. Longer appointment times for you to prepare and complete all appointment tasks and duties in the safest and most comprehensive manner.

We will continue to remain a safe and comfortable environment for not only you, our patients, but for our team as well. We thank you in advance for understanding and are excited to see you again soon.