

# Crown Hill Smiles

## COVID SAFETY CHECKLIST

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We are confident that these guidelines will help to create a safe environment for all of our patients and team members and hope that you can feel secure in the knowledge that we are doing everything in our power to provide the safest clinical conditions possible.

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### 1. Training and Educating Our Team

One of the most important things we are doing during this time is to train and educate our staff.

- Our team has had refresher training in proper hand washing/sanitizing techniques. This may seem basic, however it is the most important thing we can do to prevent spread of the virus. Research shows this simple task is often poorly complied with and usually not done well. Consequently, we have spent a lot of time ensuring that our team follows best practices of handwashing or uses alcohol-based hand sanitizer before and after every patient encounter.
- They have practiced appropriate use of personal protective equipment (PPE), including the recommended procedure for donning and doffing.
- We require any staff who are not feeling well to proactively stay at home.
- We take temperatures of all staff members at the beginning of every day and will immediately send home anyone with an elevated temperature (100.4 F and above).

- We have created a specific checklist of recommendations for our team to follow so that they arrive to work healthy and go home to their families without worry (see 'Recommendations for Our Team').

## 2. Recommendations for Our Team

### Before coming to work

- Take temperature (do not come into work if you or any of your family members are experiencing symptoms such as cough, sore throat, fever, etc)
- Remove jewelry/rings, tie back hair, keep nails short, avoid extra accessories
- Place phone in a zip lock bag that you will discard at the end of the day
- If bringing a lunch, place in disposable wrapping
- Bring scrubs / work clothes in a washable bag (i.e. pillow case)
- Staff members have practiced the appropriate use of personal protective equipment (PPE)

### At work

- Change into scrubs/ work clothes as soon as you arrive
- Use PPE as appropriate
- Leave all clutter (pens, phones etc) outside of operatories
- We discourage team members from using another workers' phone, desk, and other work tools and equipment when possible
- Disinfect communal landline phones after use
- We discourage cell phone use at work
- Adequate handwashing or hand sanitizer application before and after every patient encounter
- Staff will attempt to social distance from one another, however since this is not possible 100% of the time all team members will wear a mask at all times

### After work

- Wash hands and arms with soap
- Remove work clothes and place in washable bag
- Wash hands again, put on clean street clothes and shoes
- Sanitize phone, glasses, etc
- Wash hands again

### At home

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- Do not touch anything
  - Remove shoes and clothes
  - Wash work clothes/scrubs in washing machine with detergent and hot water - bleach is not required
  - Shower immediately with soap and water before touching anything (including loved ones)

### 3. Patient Visits and Social Distancing

Before patient arrival, every effort is made to

- Filter patients during the phone call when scheduling/confirming appointments using established and recommended screening checklists and scripts.
- Prepare scripts and questions to recognize potential carriers.
- Reschedule patients who show any signs of a cough or fever or who describe having any concerning warning signs.
- Instruct patients to call ahead and reschedule their appointment if they develop symptoms of a respiratory infection (i.e. cough, sore throat or fever) on the day they are scheduled to be seen.

To promote social distancing, we will

- Prioritize high risk patients (immune compromised, over 60yo, etc) with early morning appointments so there is less contact with other people.
- Seat patients in their operatories as soon as possible to minimize the number of individuals in our reception area.
- Ask that patient guests/escorts wait in the car if possible to limit the number of people in the waiting room.
- Utilize a “virtual” waiting room: patients can opt to wait in their car or outside the office where they can be contacted by mobile phone when it is their turn to be seated.

Safety measures taken upon arrival

- Frequent disinfection of door handles and other surfaces.
- Post visual alerts (signs, posters) at the building entrance advising patients of the COVID-19 risk and requesting them to not enter the facility if they are ill.
- All patients and guests will be asked to wear a mask. Masks will be made accessible immediately upon entry. We will encourage patients to bring their own mask or face covering if they have one to help us preserve our supply of PPE.

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- We will provide additional supplies such as alcohol-based hand rub (60-95% alcohol), gloves, tissues, and no-touch trash receptacles in our waiting area.
  - High CADR H13 HEPA air purifiers are strategically placed throughout the office to allow for turnover of clinic air. These have been shown to effectively filter 99.9% of particles down to 0.1 micron in size, ensuring surgically-clean air throughout our building.

## 4. Measures Upon Arrival

Patients are

- Provided with a mask and gloves upon entry.
- Asked about the presence of symptoms of a respiratory infection and history of travel or contact with possible COVID-19 patients.
- Assessed for respiratory symptoms and fever (with a non-contact digital infrared forehead thermometer).
  - If temperature of 100.4 F or higher, or respiratory symptoms are present, patients will be advised to seek medical treatment and their visit will be rescheduled.
- Seated in the designated dental operatory as quickly as possible upon arrival to avoid lingering in front office.
- As testing for the virus becomes more available, we will be incorporating this added benefit to screen patients.

## 5. Measures Taken Upon Patient Entry into the Clinical Area

- We have removed all clutter and anything that is not easily disinfected from the waiting room and treatment rooms (magazines, brochures, toys, etc).
- All dental chairs and equipment are covered with disposable plastic covers which will be replaced after each patient.
- Frequent wipe down and disinfection of counters, x-ray units, computers, etc.
- Patients will be asked to pre-rinse with an approved antimicrobial rinse prior to any procedures.

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## 6. Reception Room and Front Desk Safety Measures

- Front office staff will wear face masks at all times, and will have access to additional PPE as needed.
- Front office staff will use their designated phone and computer only.
- We have air-handling systems in place (with appropriate filtration, exchange rate, etc).

## 7. Protocols of the Clinical Team

- We will continue to adhere to OSHA standard precautions in treatment areas, but with greater attention to detail and ensure that procedures are followed consistently and correctly.

Hand Hygiene is performed by our staff

- Before and after all patient contact or contact with potentially infectious material
- Before putting on and after removing personal protective equipment (PPE), including gloves
- Wash hands with soap and water for at least 20 seconds, or use an approved alcohol-based hand rub.

Personal Protective Equipment (PPE)

- Inventory of face masks, gloves, caps, eye protection, face shields, and gowns will be taken daily to ensure adequate PPE is available to all team members.
- Masks are one-time use and will be replaced if soiled.
- N95 respirators or the equivalent will be used if available (instead of a surgical mask) when performing an aerosol-generating procedure.

Eye Protection

- Put on eye protection (i.e. goggles or a disposable face shield that covers the front and sides of the face) upon entry to the patient room or care area.
- Remove eye protection before leaving the patient room or care area.
- Reusable eye protection (i.e. goggles) must be cleaned and disinfected according to manufacturer's reprocessing instructions prior to re-use.
- Disposable eye protection should be discarded after use.

Gloves

- Wash or sanitize hands, put on clean nitrile gloves upon entry into the patient room.
- Change gloves if they become torn or heavily contaminated.
- Remove or discard gloves when leaving the patient room and immediately perform hand hygiene.

#### Gowns

- Washable knee-length gowns will be provided to all clinical staff.
- Change the gown if it becomes soiled. Remove and discard the gown in a dedicated container for soiled linens. Cloth gowns will be laundered after each use.

## 8. Patients in the Operatory

- Clinical staff will strictly follow basic infection control practices between patients (i.e. hand hygiene, cleaning and disinfecting shared equipment).
- Limit transport and movement of the patient outside the operatory.
- X-ray imaging that can be completed in the operatory will be prioritized over panoramic imaging to reduce patient movement throughout the office.
- No other team member should enter the room during a procedure. If necessary, that team member will use PPE as described above.
- Once the patient has left the operatory, clinical staff without adequate PPE should refrain from entering the operatory until sufficient time has elapsed for our air purifiers to remove potentially infectious particles.
- After this time has elapsed, the room should undergo appropriate cleaning and surface disinfection before it is returned to routine use.

## 9. Protocols After Patient Care

- All non-disposable medical equipment used for patient care should be cleaned and disinfected according to the manufacturer's instructions.
- Ensure that environmental cleaning and disinfection procedures are followed consistently and correctly.
- Use an EPA-registered, hospital-grade disinfectant on frequently touched surfaces or objects for appropriate contact times as indicated on the product's label.

#### Safety Measures After the Visit

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- Encourage payment by contactless payment methods to minimize contact with front desk personnel.
  - Review of estimates and insurance forms can be carried out via phone call and sent via mail for signature and payment.
  - All forms have been modified to be emailed to patients so they can be signed on the patient's own device to avoid contact.
  - Follow-up visits, if required, may be offered virtually via Teledentistry.