

## **FAQs**

### **What are you doing to protect my child?**

Our sterilization and infection control procedures are state of the art, and already meet and exceed CDC guidelines for our industry. We are adding several new safety precautions to protect our patients such as:

- Patients are asked to wear a mask to their visit
- Wellness screenings for all patients & team members
- Touchless hand sanitizer at entrance
- Supervised handwashing for team members
- Dedicated Sterilization Specialist to ensure all surfaces are disinfected between each patient
- All public spaces in our practice are closed
- Safety distancing measures throughout the office

### **Should we just wait and postpone our routine visit until later?**

No, it is important that we continue to progress your child's treatment now, to prevent any delays. Our practice is the safest possible place for your child, besides their own home.

### **How are you handling sanitizing procedures?**

Our team is expertly trained in OSHA and infection control measures. We have a Sterilization Specialist with over 8 years in the field supervising our team and enforcing protocols.

### **What PPE are you using?**

Our Personal Protective Equipment follows standard precautions as determined by the CDC. We wear:

- Surgical gloves
- Level 2 and 3 surgical masks with face shields
- Eye protection
- Isolation gowns for high splatter procedures and lab jackets for regular procedures

### **How are you observing safe distancing in the office?**

The most effective way to promote safe distancing is by limiting the number of people in our office at one time. We are doing this by ONLY allowing the patient with the appointment to enter the building. We also have sneeze guards at our front desk, and all team members are wearing surgical masks at all times. We have also isolated high splash procedures to the private room of the clinic, and patients are spaced over 6 feet apart during their visits.

### **Why can't I come into the office with my child?**

We are taking extra precautions to stem the spread of the virus. This means limiting the traffic in our office to the patient who has an appointment. This means no parents, siblings or guests may accompany the patient. The more foot traffic through the office, the greater the chance of spread. We also cannot ensure safe distancing practices if patients and their families are in our facility. You are welcome to observe your child's treatment from our back windows. Thank you for understanding.

### **How will I check-in for my appointment?**

Our team will check you in right from your car. Simply text (623.223.7766) or call (623.931.4386) our office numbers with the patient's name to let us know when you have arrived. One of our team members will text you after the appointment with any details and to schedule your next appointment.

### **Will you be wiping down the chair between each patient?**

Yes, our team will change appropriate PPE and thoroughly clean and disinfect all surfaces between every patient. Your safety is our top priority.

### **Are you screening patients before they arrive?**

All patients will receive a wellness screen and COVID consent form prior to their appointment. Upon arrival, all patients will be temperature and symptom screened, and will sanitize their hands.

### **What happens if someone on your team gets sick?**

We are wellness screening our team members every day upon arrival. Team members will be required to stay home if they or someone in their home has symptoms. We will notify our patients accordingly if someone becomes ill with COVID.

### **What is an aerosol?**

An aerosol is a cloud of particulate matter and fluid that comes from mucus membranes in the course of a sneeze or cough. Aerosols are also produced during dental procedures where rotary devices or air-water syringes are used.

### **I have heard that COVID spreads through aerosols. Aren't these aerosols produced when you do your work?**

Yes, aerosols are produced when we perform certain procedures. We are following strict precautions to reduce the spread of aerosols as we work.

- We have implemented universal barrier precautions with our surgical masks and face shields
- We are using High Volume Evacuation (suction) for all aerosol producing procedures to reduce contamination.

The use of these precautions should reduce the risk of an aerosolized spreading of infection to a minimal level.

### **Why aren't you wearing N95 masks?**

N95 masks are not required for the type of work we do in our practice and should be saved for healthcare workers treating patients with COVID 19. We are not treating patients with COVID 19. The CDC has recommended Level 2 or 3 surgical masks and a face shield for our work and this is what we are using.

### **Why does my child have to wear a mask if they will take it off for their appointment?**

Your child may come into contact with several team members during their appointment. Since safety distancing will not be possible for the duration of the appointment, we are asking for this extra safety measure to be in place.

**What training has your team had to prepare for re-opening?**

Our team received annual OSHA and infection control training. Our last training took place the week before we reopened to patients.

**Can I continue to have my visits done virtually?**

We will extend the invitation to most of our Invisalign patients to continue to have virtual visits when possible. We will also offer virtual visits for routine retainer checks. Patients with fixed appliances should be seen in person for physical adjustments.