

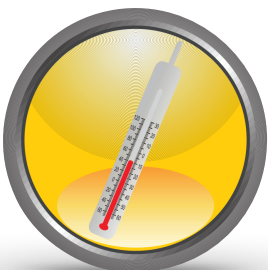


Safety Measures in Our Practice

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Training and Educating Our Team

One of the most important things we are doing during this time is educating and training our team



- The team has had refresher training in proper hand washing techniques. This may seem basic, however, it is the most important thing we can do to prevent the spread of this virus along with all other unwanted infections. Unfortunately, research shows that often people do not complete proper hand washing and it is sometimes not done well. Consequently, we have spent a lot of time ensuring that our team does it well before and after every patient encounter.
- They have practiced the appropriate use of Personal Protective Equipment (PPE) prior to caring for a patient to prevent contamination. Believe it or not, there is a specific order in which we are expected to put on and take off our protective gear to keep you and each other safe.
- We have requested that any team members who are not feeling well proactively stay home until they have been fever free and are feeling better for at least 72 hours (and up to 2 weeks).
- We have everyone in the office take their temperature and a pulse oximeter reading at the beginning of every day and we will immediately send home anyone with an elevated temperature (100.8 degrees and above).
- Limiting the number of employees providing patient care to facilitate social distancing within the office and among other team members.
- 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 Checklist of Recommendations for our Team).



Safety Measures in Our Practice

Recommendations for Our Team

Before Coming to Work

- Remove watch and rings and leave at home
- Tie hair up, keep nails short
- Avoid extra accessories
- If bringing a lunch, place in disposable container
- Bring work clothes in a washable bag (i.e. a pillowcase or other fabric bag)

At Work

- Change into scrubs and work shoes (preferably plastic and wipeable) as soon as you arrive
- Wash hands upon arrival
- Leave all clutter (pens, phones, etc.) outside of patient treatment areas
- Discourage team members from using other team member's phones, desks, offices and other work tools and equipment when possible
- Clean phone handsets thoroughly after use using sanitary wipes
- Discourage cell phone use at work
- Use PPE appropriately

After Work

- Wash hands and arms with soap
- Remove scrubs so they can be laundered using office laundry service
- Put clean clothes (those that were worn to the office in the morning) back on before leaving the office
- Sanitize phone, glasses, etc.
- Wash hands again before departing the office for the day

At Home

- Avoid touching family members and anything else in your home until the following steps are taken:
- Remove shoes and clothes upon return and place clothing in designated area to be washed
- Wash hands, shower if time permits, and put on clean clothes
- Wash clothes (of all family members) worn outside the home with detergent and warm or hot water



Safety Measures in Our Practice

Patient Interviews and Social Distancing

Before Patient Arrival Every effort is made to:

- Screen patients during the phone call when scheduling appointments for care using established and recommended screening checklists
- Reschedule patients who describe having any concerning warning signs or elevated temperature
- Instruct patients to call ahead and reschedule their appointment if they develop symptoms of a respiratory infection (cough, sore throat, or fever) on the day they are scheduled to be seen

To Promote Social Distancing

- Prioritize high risk patients (immune compromised, over 65, etc.) with early morning appointments so that they will have less contact with other people
- When scheduling patients, we are spreading out the appointment times so there are fewer people in the office than there were before restrictions were recommended
- If a patient is being accompanied to their appointment by family members or friends, everyone but the patient will be asked to wait in their car or outside the office to limit the number of people within the office and to promote social distancing
- Utilizing a "virtual" waiting room, we encourage patients to wait in their car or outside the office where they can be contacted by text/phone call when our team is ready to immediately initiate their treatment

Safety Measure Taken Upon Arrival

- Post visual alerts (signs and posters) at the entrance door advising patients of the COVID-19 risk factors and advising them not to enter the office when ill
- Instructions provided on how to appropriately use tissues to cover nose and mouth when coughing or sneezing and how to dispose of contaminated tissues and other items in proper waste receptacles
- Provide supplies such as alcohol-based hand rub, tissues and no-touch receptacles for disposal at the entrance and throughout the office
- Post photos in the waiting room to provide patients with instructions about hand hygiene, respiratory hygiene, and cough etiquette

All these measures can help to prevent the transmission of diseases to others

Measures Upon Arrival

Patients should expect:

- A request that patients call our office at (352) 376-7335 to announce arrival
- A request that whenever possible patients wear masks from home to their appointments and, if they are unable to provide their own, a mask will be made available for their use upon arrival
- They will be greeted with an initial screening at the front entrance to the office that will:
 - 1) Ask about the presence of symptoms of respiratory infection and history of travel or contact with possible COVID-19 patients,
 - 2) Assess for respiratory symptoms and fever with a non-contact digital infrared thermometer and pulse oximeter, and
 - 3) Give patients an appropriate strength alcohol-based hand rub
- If a temperature greater than 100.4 F, an oxygen saturation less than 94%, or respiratory symptoms are present, we will reschedule your orthodontic appointment and advise consultation at a medical clinic
- A dedicated assistant will escort each patient to the treatment area where they will be seen for the duration of their appointment

Measures Taken Upon Patient Entry into the Office

- If a treatment chair/room is not readily available, we will ensure social distancing in the reception area by placing seating a minimum of 6 feet apart
- Removal of all clutter and anything that is not readily disinfected from the reception area (to include magazines, area rugs, pillows, toys, coffee station supplies, snacks, etc.)
- Frequent wipe down of reception area, bathrooms, door handles, tables, light switches, computers, etc.

Front Desk Safety Measures

- Use of plexiglass barriers between office and counter to provide physical separation of receptionists from people opposite them at the front desk countertop
- Whenever possible, communication with patients by text / phone call, to advise us of patient arrival and scheduling of subsequent appointments
- Dedicated phones and computers at front desk only used by one person daily and disinfected first thing in the morning and again after lunch
- Disposable keyboard covers replaced daily



Safety Measures in Our Practice

Protocols of the Clinical Team

We adhere to the usual OSHA and CDC standards and transmission-based precautions in our entire office. Our office has redoubled our efforts to go beyond these standards. Furthermore, we have a dedicated team member, "sterilization tech", who is primarily focused on sterilization and disinfection throughout the office. In addition, the sterilization tech will manually disinfect (wipe down) door handles, light switches, counter/tabletops, etc. all around the office on a regular basis.

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, in order to remove any pathogens that might have been transferred to bare hands during the PPE removal process
- Proper hand washing with thorough use of soap and water for at least 20 seconds per wash with warm water or use of enough alcohol-based hand sanitizer to wet hands completely and rub hands together, covering all surfaces, for up to 25 seconds or until they are dry

Personal Protective Equipment

- Our PPE will include surgical masks, eye protection, face shield, gloves, and gowns
- As usual, all single use disposables will be discarded between patients and new equipment readied for later patients
- Team members will wear eye protection to include protective glasses and/or a disposable face shield that covers the front and sides of the face during all patient interactions
- Re-usable eye protection must be cleaned and disinfected utilizing proper germicidal spray or wipes prior to re-use between patients
- We will put on clean, non-sterile gloves upon entry into the patient treatment areas and we will change gloves immediately if they become torn or heavily contaminated during a patient encounter
- Gloves will be removed and discarded once we step away from the patient care area and new, clean gloves will be used each time we need to return to patient care (possibly multiple times during one visit)
- Upon removal of gloves, we will immediately perform hand hygiene
- Clean isolation gowns will be worn over our scrubs/uniforms when performing procedures that will generate aerosols or during treatment in which splashes and sprays are anticipated
- Disposable gowns will be discarded while clinical cloth scrubs and gowns will be left at the office each day and laundered appropriately before being used again



Safety Measures in Our Practice

Patients in the Operatory

- Patients will be seated more than 6 feet apart
- Health care personnel (HCP) will strictly follow basic infection control practices between patients (i.e. hand hygiene, cleaning and disinfecting shared equipment, practicing social distancing, etc.)
- Unless they are directly working with a patient during their scheduled appointment time, team members will limit unnecessary socializing with patients
- Clinical team members will minimize entry to and exit from patient treatment areas, especially when patients are present

Protocols After the Clinical Treatment

- After their appointment is complete, patients will be escorted out of the office to any waiting family members by a designated assistant (most likely the same assistant who brought them into the treatment area)
- Our scheduling coordinators will call waiting parents or patients to arrange subsequent appointments by phone
- Once the patient has left the treatment area, the chair and all equipment used will undergo appropriate cleaning and surface disinfection before it is returned to routine use
- For an as yet unspecified period of time, it may be necessary to treat specific groups of patients around the same time to minimize contact with others, such as those with preexisting conditions. Please be patient with our scheduling coordinators as we seek to minimize inconveniences to you while maximizing safety for everyone.