A person sitting at a table

Description automatically generatedA close up of a sign

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RecallMaxTM COVID-19   
Recovery and Beyond

COVID-19 Patient Visit Guide

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**Disclaimer\* Information provided contains generalized COVID-19 precautionary health measure information for reference purposes only and should not be used without review and modification to accommodate specific dental college or health authority COVID-19 regulatory measures in your area. This information is not intended to be a substitute for professional advice and is being made available for reference purposes only. RecallMaxTM disclaims any and all liability to any party for any direct, indirect, implied, punitive, special, incidental or other consequential damages arising directly or indirectly from any use of this information.**

**The Need for a Visit Guide?**

In returning for dental care, patients will need to be reassured about the safety of their appointments, safety measures will need to be explained, and patients will need to be informed of changes to clinic, scheduling, and appointment procedures affecting them. This includes informing patients of COVID-19 appointment screening protocols.

This represents a great deal of information to try to convey to patients as part of confirmation procedures or through automated messaging notifications. Supplementing confirmation procedures and automated messages with a visit guide ensures your patients receive detailed information related to your safety measures and appointment procedures, better preparing them for appointments.

**Visit Guide Recommendations**

A visit guide can be posted to your website where patients can review or download the information. Links can be included in all automated and personalized messages sent to patients directing them to this information or posted to social media channels. You can also provide or send PDF’s to patients requesting information.

The guide sample on the following page has been provided in a Word file format, so it can be easily modified to reflect the safety measures adopted by your office and other information you feel is important to convey to your patients.

The guide sample provides a menu of safety measures and appointment procedures you can choose from (add or delete from your guide) based upon the protocols your office adopts. This includes instructions related to having patients wait in their vehicles or outside of offices until their appointments begin which some offices are following.

We have outlined in **blue** print, local area information you would insert into the guide and practice specific information you may wish to provide.

The visit guide sample outlines a range of precautionary measures offices are adopting across the dental profession and **should not be used without review and modification to comply with the specific dental college or health authority COVID-19 regulatory measures in your area.**

**Sample Visit Guide**

**Dear Patient,**

We hope all is well with you and your family during these challenging times.

We are now scheduling dental appointments, and we are taking extensive precautionary measures to ensure the safety of our patients. We are fully compliant with infection control procedures set by (state / provincial) (dental college or regulatory body) as well as health regulations set by (state / provincial) (CDC / public health or infection control governing body).

We have also changed our appointment procedures and taken other precautionary measures to provide a safe dental treatment appointment, which we have explained below.

Before Your Appointment

* Patients will be pre-screened for COVID-19 symptoms and possible contact with COVID-19 positive persons.
* Intake screening forms will be provided to review and bring to appointments.

Upon Your Arrival To The Office

* To maintain social distancing, please call or text when you arrive and wait in your vehicle or outside of the office until your scheduled appointment time. The office will call or text you back when your treatment room is ready and a staff member will then greet you at the entrance. (Some offices may choose not to adopt this procedure.)
* Patients will be screened for COVID-19 symptoms and possible contact with COVID-19 positive persons upon entering the practice.
* Temperature checks will be taken upon entering the practice.
* Patients showing signs or symptoms of illness, or exposure to COVID-19, will be asked to reschedule their appointments.
* Disposable face masks and hand sanitizer will be provided upon entrance that patients will be asked to use.
* Only scheduled patients will be allowed into the office other than patients requiring care from one guardian or caregiver.
* The number of patients at any given time in the practice will be limited and appointments will be staggered.
* Waiting area chairs will be spaced to allow for 6 feet of distancing.
* We ask that patients continue to practice social distancing measures in the office at all times.
* There will be no physical contact with patients except for treatment.

In-Office Measures

* You will find hand sanitizer at our entrance and throughout the office.
* Magazines, children’s toys, and other items that are difficult to disinfect will be removed from the waiting area.
* We will suspend providing coffee and refreshments.
* Common areas including restrooms will be cleaned and sanitized throughout the day.

Your Treatment and Care

* All staff will be screened daily for COVID-19 symptoms and possible contact with COVID-19 positive persons.
* Staff temperatures will be taken daily upon entering the practice.
* Appropriate personal protective equipment (PPE) will be provided for all clinical and administrative staff including, N95 (or equivalent) masks, face shields, gowns, gloves, and other protective equipment as required.
* Treatment rooms will be completely sterilized before patients are seated - extra time will be scheduled in-between appointments to allow for the thorough cleaning and disinfection of treatment rooms and equipment.
* All operatories have (description of equipment or other measures taken by your office to protect patients from the risk of infection - i.e., air filtration / negative pressure rooms / etc.).
* During treatment, our team will strictly follow guidelines set by (CDC, public health, and dental governing bodies).

Checking Out After Your Appointment

* Plexiglas screens have been installed at reception counters to protect patients and staff.
* Disposable pens will be provided for completing required forms.
* Credit card / payment processing terminals will be wiped and sanitized after each use.

The safety of our patients and staff is our top priority, and our entire dental team is committed to ensuring your safety and comfort in receiving dental care from our office.

We are looking forward to reconnecting with our patients and providing for your dental needs.

If you have any questions or concerns related to your care after reviewing this information, please contact us directly.

Sincerely,

(Practice Name) and Team