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Update on Safety Protocols

Dear RTP Pediatric Dentistry Families,

This letter is an update to the safety protocols that we sent to you earlier this week.

As we stated earlier, we will be opening our dental offices on May 18, 2020. Due to the recent announcement of the possible extended stay at home order in Durham, we plan to postpone all **elective** treatments at this time.

Beginning on that date, our staff will be doing the following steps for your safety:

1. If you currently have an upcoming appointment with us, we will contact you to confirm or reschedule the appointment. Prior to your appointment, our staff will call to ask screening questions. We will repeat that process when you arrive here.
2. We are putting most of our office forms online or sending them to you by email so that you can sign them before the visit. We ask that you bring your own pen to sign other forms in the office.
3. We ask that you do not bring friends with you to the appointment. Of course, ONE parent may accompany his or her minor child. Other people who come with you will need to stay in your car or outside of the office during the appointment. We ask that you do not bring elderly family members since elderly people are at high risk.

4. Before coming to the office, please brush your child's teeth thoroughly and do not let the child eat after that brushing until you return to your home. We hope to avoid in-office teeth cleaning when possible so that we do not unnecessarily create aerosol that may contain virus particles.
5. Also, please have your child use the bathroom before you leave to come to the office. This helps us minimize bathroom use.
6. On the day of your appointment, when you arrive at the parking lot, please call (919)827-1350 from your car to let us know you are here. We will let you know when to come into the office to be seen. We are taking this step to reduce traffic in the office.
7. Before you enter the office, you will need to be wearing a mask or face covering. If you do not have a mask, we will provide you with a disposable mask at the door. However, due to extremely low supply of PPE, we only have a very limited amount to provide to patients. We strongly suggest you wear your own face covering.
8. At the entrance of the office, a staff member will take your and your child's temperature. We are also taking temperatures of all staff members multiple times a day. Anyone with a fever will be asked to reschedule his or her appointment. Employees who present with a fever will not be allowed to work until the fever has resolved.
9. When you come into the office, you and your child will be asked to wash your hands or use hand sanitizer. For your protection, we will offer a pair of gloves for the parent to use. Your child may need to rinse with an antimicrobial mouthwash.
10. We will ask you to fill out a form letting us know whether you or any member of your household has flu-like symptoms or has been diagnosed with COVID-19. If so, we will reschedule your appointment. We will also need to know whether you or any member of your household has traveled outside of North Carolina in the last six weeks.
11. While you are in the office, you may observe office staff preparing and cleaning treatment rooms, equipment, and supplies to lessen the spread of

COVID-19. Staff will be doing this throughout the day.

12. Although we have ordered extra personal protective equipment, there are delays in shipment as well as shortages. We are, however, doing the best we can under the circumstances to obtain that equipment.
13. We have removed all reading material from the patient waiting area so that we can keep the room as clean as possible. If you must wait in the waiting room for your child, please observe social distancing of at least 6 feet.
14. We are frequently cleaning common areas such as doorknobs, faucets, handrails, etc.
15. During this time, patients and staff should limit physical contact to the care needed for treatment. Please don't be offended if we do not shake your hand or give you a welcoming hug or pat on the back.

In addition, as mentioned before, some dental procedures result in aerosol that can linger in the air for hours. It can transmit the COVID-19 virus. Therefore, we will try our best in infection control, and if possible, choose possible alternative treatment methods that do not generate aerosols. While we are doing everything that we can do to limit the spread of COVID-19, scientists are learning more about the virus every day. No one can guarantee that his or her home or office is virus free.

We look forward to seeing you, and we wish you and your family good health during these times. Please feel free to contact our office if you have any questions or concerns.

Sincerely,

Dr. Wang and RTP Pediatric Dentistry Team