



Dentists Vs.
Corona

THE CORONA PROTOCOLS

Preparation guide for dentists and teams

by **Dr. Ziv Simon**
Creator of SurgicalMaster®

surgical|master

THE CORONA PROTOCOLS

Dear friend,

This publication is a compilation of all of the information we gathered in the past 8 weeks following the Coronavirus outbreak.

There is no doubt that practicing dentistry has changed forever.

What is included are the changes I've made in my Beverly Hills practice and the new protocols I've been implementing. My staff went through online training and we are gradually getting into seeing patients.

It's been a rollercoaster!

There was no other option but to survive and stabilize my business. Once I achieved that, I created the protocols together with my partner, Dr. Ari Rosenblatt, and we were ready to open.

We modeled the Megagen headquarters in Korea and Dr. Markus Troeltzsch in Germany.

Both institutes are in Covid hot spots and didn't have a single infection. Common sense, good infection control and self-protection were the key to success.

If you want to be successful, emulate the successful ones!

In this book you will see many different protocols pertaining to most aspects of my practices which is a periodontal specialty practice.

You may need to adapt to the type of practice that you have. I hope this book gives you some ideas about the options.

There are 2 goals in creating the protocols:

- 1.** Safety - Minimize cross contamination and have a Corona-safe practice
- 2.** Peace of mind - For your patients, your team and...you.

Both are equally important.

Your practice is a source of healing for thousands of people and a source of income and fulfillment for you and your team.

It's also a business.

If your business suffers from safety issues and the people in it don't have trust, that would negatively affect your reputation and growth.

I look at the preparation and the Corona protocols as a declaration to your staff and patients. You are declaring that you are well prepared, that you thought things out and that you didn't spare time, money and energy in being as prepared as possible.

This will pay dividends.

Take a deep breath and dive in.

Stay strong!

Ziv.

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FRONT TEAM PROTOCOLS

HOW TO SCHEDULE AN APPOINTMENT

There are points we need to address in scheduling. The number of reminders we set up is the same as before the outbreak. Make sure the 3 points come through those calls and auto reminders. Our goal in this sequence is preventing sick people from coming in, minimizing the number of people checking in and minimizing the number of people in the office in general (no accompaniment). It looks like we want our patients **IN AND OUT** and patients will want the same. They will want an empty waiting room.



If not implemented: well we'll get several bottlenecks at check-in and at the door or outside leading social integration (opposite of distancing).

THE 3 MAIN POINTS:

- 1.** Screening for symptoms and travel when making the appointment and in the reminder text/email.
- 2.** Explaining that no accompaniment is permitted and brief "what to expect" script.
- 3.** Making sure the patient is coming in right before their appointment (step 3)

FRONT DESK SAFETY GUIDELINES

Implement the following guidelines and feel free to communicate with a co-worker who does not follow them.

VERBAL SKILLS

Be kind and constructive when making the comment. Eliminate any judgement, sarcasm, irony. Talk to the point. Explain where the co-worker failed to adhere to guidelines, explain how this would be done.

Keep it brief and concise.

HERE'S AN EXAMPLE:

"Jane, please allow me to comment on how you handled the phone. You picked up a call on my phone, spoke to a patient, hung up and went back to your desk. The protocol is to always use your own phone. If you needed to use my phone because your phone wasn't working that's ok. Please let me know and then you must disinfect it after use."

Simple.

The response of the team member being corrected is also short and concise. They must acknowledge the problem and promise to be better. The answer starts with "Thank you, team member name".

HERE'S AN EXAMPLE:

"Thank you, Joe. I appreciate the feedback and understand it. I will do better next time around. Thank you for keeping us safe!"

Simple.

We want to get better as a team. Let go of anger, ego and feelings of frustrations. This type of feedback and communication is constructive and for the safety of all the people in the office.

HANDLING OBJECTS IN THE FRONT DESK

- Use only your phone and don't let anyone else use yours. Headsets are a common source of cross contamination.
- If you happened to used someone else's phone, please disinfect it immediately after you are done

- Personal cell phone use is not permitted on the premise
- Disinfect the office cell phone after use
- Disinfect your work space regularly
- Kindly remind a co-worker about the precautions if not observed.

DON'T SHARE PENS OR OTHER OFFICE SUPPLIES

- Keep your pen for yourself. Don't use your colleague's stapler, tape, clips etc. If you run out, replenish your supply from the front office storage.
- If you need supplies and they are not available, please review with the office manager and supplies will be ordered.
- Don't wait till the last paper clip!

6FT DISTANCE FROM THE OTHER TEAM MEMBERS.

- Don't hover behind another colleague to look over documents or computer screen
- No physical contact like handshakes, hugs, holding hands, "high fives", "fist bumps" etc. They contradict social distancing and are considered unsafe at this time
- Morning huddles are virtual and/or replaced by the morning memo.
- The morning memo needs to be created the evening before by the doctor, frontdesk and assistant. We will gather important information about the next day so it can be published.

HOW TO COMMUNICATE WITH PATIENTS PRIOR TO THE APPOINTMENT

- **Patient phone call to schedule an appointment.** Ask about symptoms/travel (use screening phone script). If negative, ok to schedule in the next 2 weeks if your schedule permits. If positive, set a reminder to call the patient in 4 weeks and repeat step 1. If you are scheduling more than 2 weeks from the time of the call, still screen and advise the patient to notify us in case symptoms occur (we have a back up plan in case they don't). Let patients know that entry to the practice is for scheduled patients only (no accompaniment). Explain the new check-in process so there are no surprises (check-in process coming later).
- **Auto E-mail/text status form (day before).** This is a confirmation message that includes a quick questionnaire asking about symptoms/travel and requires a signature. If positive. cancel the appointment and set a reminder to call the patient in 4 weeks and repeat step 1. Advise patients to wait outside the office and wait for text/call when ready to come in. This also an opportunity to have other forms signed (medical Hx update, consents) and even an online payment option.
- **Auto Text patient (2 hours before ready to be seen).**
- **Text patient (5 min before ready to be seen).** Prepare for patient check in and advise to come in. Texting is by RDH RDA (Weave app on computer).

WELLNESS FORM:

This is the form can be found through a link we text patients prior to the appointment.

[Espanol](#)

Wellness Form

First Name

Last Name

Phone

Email

Do you have a cough?

Yes No

Do you have a fever now or have you in the past 3 days?

Yes No

Are you experiencing shortness of breath?

Yes No

Have you come in contact with someone experiencing symptoms of COVID-19 in the last 7 days?

Yes No

[Submit](#)

HOW TO DO A PHONE SCREENING?

During the conversation state your name clearly, where you are calling from and the nature of the call (scheduling an appointment, confirming an appointment etc).

Once the goal of the phone call has been achieved proceed to screening the patient for Covid-19 symptoms or recent travel.

We need to explain why the screening is important for them and how we use it for every patient.

State the following:

“Jane, I’m going to ask you a few brief questions. This is just a safety precaution and we ask every patient to make sure no person with symptoms enters our practice”

- ***“Do you have a cough?”***
- ***Do you have a fever now or in the past 3 days?”***
- ***Are you experiencing shortness of breath?”***
- ***Have you come in contact with a person experiencing symptoms in the past 7 days?”***

Once answered with no, Say the following:

“That’s great to hear. We’ll see you on Tuesday at 10:30. Please don’t come in until we text or call you which is part of our new protocol. In light of the current events, we have a new check-in which is quick and meant to keep you safe. We will walk you through this when you arrive. You can wait either in the hallway or in your car. We’ll text you when you can walk in”

Optional segment:

If you feel the patient is not in a rush and can spare another minute give an update on the check in protocols. This will be necessary for the first few months until patients are used to the new protocols. Inform patients that these questions will be repeated and their temperature will be taken when they arrive at the office in order to ensure nothing has changed since the phone conversation.

Explain briefly the new check in process, mask, temperature, hand sanitizer, shoe covers etc.

If the patient appears rushed, don't go into that.

ADDITIONAL INFORMATION FROM THE ADA THE PHONE CALL SCREENING (FROM THE ADA TOOLKIT)

- Remind patients/guardians to limit extra companions on their trip to your office to only essential people in order to reduce the number of people in the reception area.
- If patients/parents/guardians seem reluctant in any way, reassure them that although this may seem strange, it is all being done out of an abundance of concern for their health, as well as that of the other patients being seen in the office, the doctor and the staff, and any public with whom they might come in contact.
- If you need to leave a voicemail or are sending a text message, ask the patient to call the office prior to their appointment for preliminary screening. If your website is capable, you may install the questionnaire and instructions on there for them to access pre-appointment.

WHAT DO TO IF ONE OR MORE OF THE ANSWERS IS A YES?

If the wellness questions had at least one "yes" answer, don't schedule the appointment. Advise to seek medical care and let them know when you'll be calling again and what would be needed to schedule (clearance).

Positive responses indicate a deeper discussion with the dentist before proceeding with elective dental treatment.

WHERE TO REFER A PATIENT OR STAFF MEMBER IF SUSPICIOUS FOR COVID?

- Do your best to manage the situation as calmly and confidently as possible. If on the phone, then you can advise the patient to see their physician. If needed the health department relevant to the patients residence can be found on the link below.
- If a screening of a patient or team member is positive - Don't let them into the office.
- If the patient or team member is in a stable state, advise to see a physician or offer one of the links below.
- Make sure to record this in the patient's chart and communicate to the doctor on site.
- Record an incident in a log with the date and time and a short description and how it was handled.
- Disinfect the area thoroughly.
- Our goal is to remove the potentially sick person from the premise in the kindest, safest and most efficient way.
- If the patient or staff member suspicious for Covid cannot leave the office due to their health state or appear unstable, make sure they are isolated in one of the operatories.
- Make sure masks are worn and offer gloves and a head cap.
- Advise to not touch anything in the room and wait for further instructions.
- Close the room door and hang a sign "Do not enter".
- Advise the doctor on the site.

HERE ARE THE HEALTH DEPARTMENTS [LINK](#)

TEXT REMINDERS SCRIPTS

DAY BEFORE

Hello Ziv Simon, this is Periodontal and Implant Specialists of Beverly Hills. We wanted to remind you of your appointment tomorrow at 10:20 AM. Please fill out this brief wellness form before your appointment tomorrow. For your safety we will text you 5 minutes before we are ready to see you

<https://book.getweave.com/81b3680d-6712-4996-8170-cc5a81b633/wellness>

See you then!

Reply Stop to cancel text messaging alerts.

Reply STOP to unsubscribe.

2 HOURS BEFORE

Hi Ziv, We look forward to seeing you for your appointment today at 10:20 AM, Please wait for our text before walking into the office. In case you did not fill out the mandatory wellness form, click on the link below.

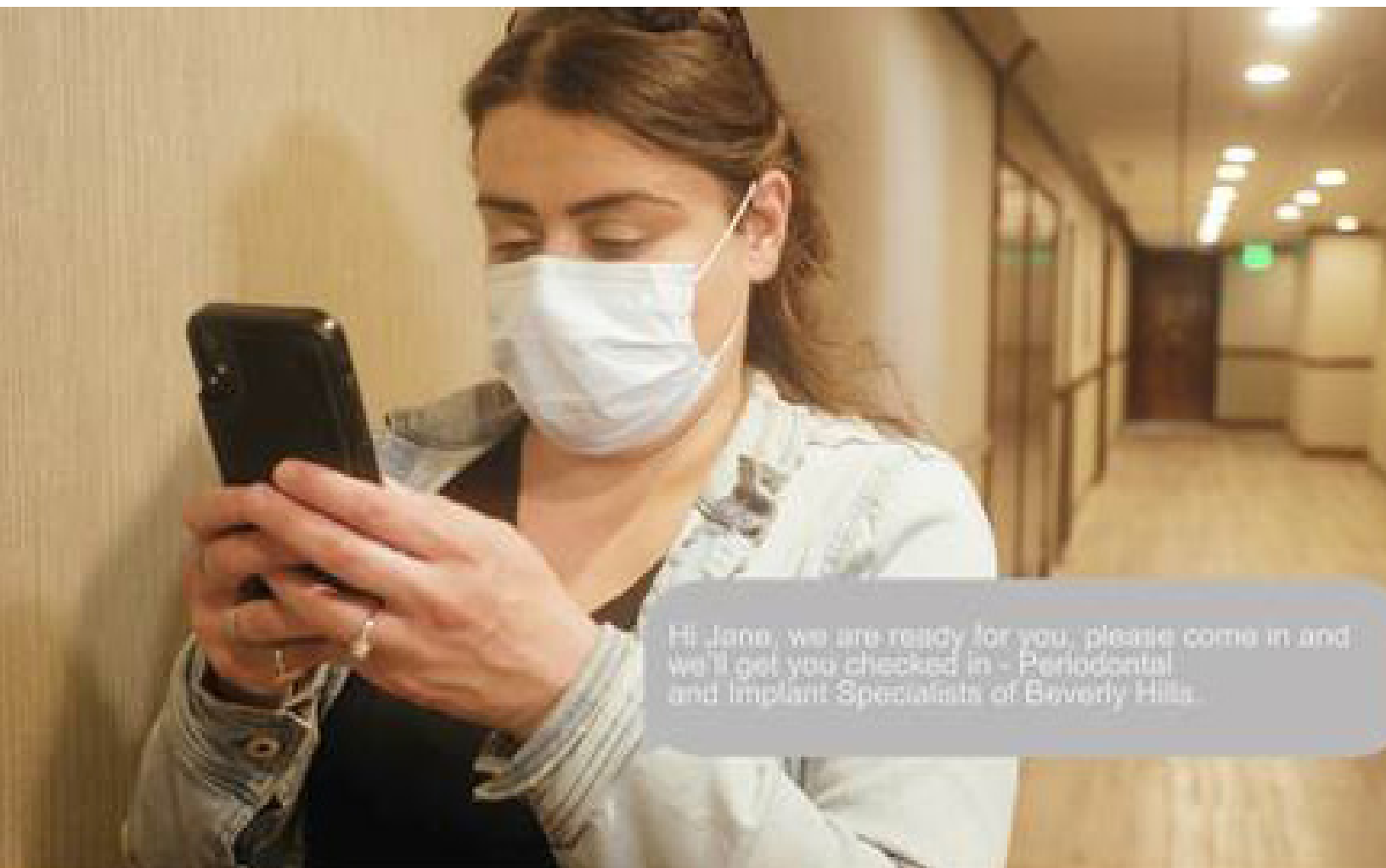
<https://book.getweave.com/81b3680d-6712-4996-8170-cc5a81b633/wellness>

Reply STOP to unsubscribe.

WHEN READY FOR PATIENT

“Hi Jane, we are ready for you, please come in and we’ll get you checked in - Periodontal and Implant Specialists of Beverly Hills”

RDH or RDA gets the patient from the waiting room and walks through the check-in protocol.



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CHECK-IN PROTOCOLS

Once the patient has been scheduled and reminded, the ball is rolling. The patient was informed about the new check-in protocols and will hopefully come in more or less prepared.

Don't assume.

It'll take a few months to instill the protocol in your team and in your patients until it becomes the norm. This is the hard part- Implementation.

Keep in mind the goals in the new check in process.

HERE ARE THE GOALS:

1. Screen patient for symptoms and travel
2. Socially distance patients
3. Limit the number of people in the office

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HERE IS THE STEP-BY-STEP CHECK-IN PROTOCOL (10 STEPS)

1. Text to patient to walk in
2. Patient waiting by the door (socially distanced)
3. Entry sign at the door
4. Patient walks in
5. Hand sanitization
6. Wear a mask (if patient walks in without, a mask is provided)
7. Temperature measurement
8. Show covers
9. Wellness form (if patient didn't fill out wellness form online)
10. Patient walked in by RDH and RDA

The social distancing starts in the hallway. Patients are instructed not to come in until getting a text or a message. This is where the process needs to be very efficient.

Create 6ft markings on the floor with tape.

The first screening is at the entrance through our customized sign. We replaced our scary signs that send a message **"STOP AND STAY OUT"** with a more friendly version that still screens but is more friendly.

It's meant to screen for symptoms, encourages patients to wear a mask and advises that only scheduled patients can enter the practice.

ENTRY SIGN

Professionally print on hardcover and placed on isle. Place the sign inside the waiting room at the end of the day.

First team member places the sign outside. Last employee locking the door places the sign inside the waiting room.



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Ari Rosenblatt, D.D.S., D.M.D., Inc. Ziv Simon, D.M.D., M.Sc., Inc.

WELCOME

We are so happy you are here...
but if you happen to have any of
the following..



FEVER



SHORTNESS
OF BREATH



COUGH

You should probably stay home...
We will be more than happy to see
you when you are feeling better!!

**Otherwise, feel free to come inside!
Just be sure to wear your face mask!**



(If you forgot yours at home..
We have **you covered**. Just ask
the front desk for a
complimentary mask. You can
even keep it when you leave.)

****Entry for scheduled patients only****

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DELIVERY SIGN

We also have another sign for deliveries (USPS, FedEx, UPS). Our new protocol is to not allow deliveries through the front door. This can be arranged easily by communicating with the mail person and the delivery service. We did that already. All deliveries are through the back door (mail and packages protocols coming later).

The sign is not just for the delivery people. It is for the patients waiting to come in as well. It demonstrates that we are sensitive to the issue of having people entering the office. It shows we are sensitive about social distancing.

It's meant to give patients a peace of mind.

Peace of mind is worth a lot.

HERE IS THE SIGN



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DELIVERIES

Please enter through the back door
down the hall. We will receive packages
and mail there.

Thank you for your understanding.



Sneeze Guard

THE PATIENT WALKS IN.

Most patient are wearing a mask already but be prepared for some that don't (forgot it or "lost it").

WHEN THEY WALK IN:

Front desk person welcome them and instructs them to:

- 1.** Wear a mask (if they don't have one, provide it)
- 2.** Sanitize hands for 20 seconds (a touchless hand sanitizer dispenser available).
- 3.** Take temperature.


ON THE COUNTER:


- Sneeze guard
- Welcome sign
- Hand sanitizer
- A mask (if needed)
- A Wellness form (if needed)


HERE IS THE WELCOME SIGN WE USE. IT IS FRIENDLY AND SUMMARIZES WHAT WE ARE DOING AT THIS STEP.

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Before we see you...

 Sanitize Hands

 Wear A Mask

 Take Temperature

We got you covered.

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OFFER MASK: Only if patient walks in without one, Advise that the office is a “masked environment”.



HAND SANITIZATION: Instruct to sanitize for 20 seconds. Use touchless sanitizer dispenser that is on the counter.

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Measure their Temperature

CHECK TEMPERATURE: Normal temperature is 98.6°F. Needs to be <100°F. Explain what you are doing. We are using a touchless thermometer. It's part of our patient screening process. Alert doctor if high fever and have patient sit on the farthest couch away from the front desk. Advise the patient that the a fever is present and that they should seek medical treatment (see link above to health websites).



CHECK WEAVE: Make sure the wellness form was filled out online. If not hand form to the patient. Instruct to sit on the couch that is the farthest from the front counter.

Provide a pen. **The pen can be kept by the patient.**

Patient Screening Form

ADA

Patient Name:

	PRE-APPOINTMENT	IN-OFFICE
	Date: <input type="text"/>	Date: <input type="text"/>
Do you/they have fever or have you/they felt hot or feverish recently (14-21 days)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you/they having shortness of breath or other difficulties breathing?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you/they have a cough?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Any other flu-like symptoms, such as gastrointestinal upset, headache or fatigue?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you/they experienced recent loss of taste or smell?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you/they in contact with any confirmed COVID-19 positive patients? <i>Patients who are well but who have a sick family member at home with COVID-19 should consider postponing elective treatment.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is your/their age over 60?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you/they have heart disease, lung disease, kidney disease, diabetes or any auto-immune disorders?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you/they traveled in the past 14 days to any regions affected by COVID-19? (as relevant to your location)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Positive responses to any of these would likely indicate a deeper discussion with the dentist before proceeding with elective dental treatment.

- For testing, see the list of [State and Territorial Health Department Websites](#) for your specific area's information.

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SHOE COVERS: All patients, team members and doctors are using shoe covers. Once the patient is done filling out the Wellness form, instruct to apply shoe covers. Walk the patient through the process of placing shoe covers and point to the sign. Most people haven't seen anything like that before and may be hesitant. For elderly, and patients with disabilities, please offer a helping hand. We don't want anybody tripping while performing unnecessary acrobatics. There is a sign on the wall next to the shoe cover machine.

SHOE COVER SIGN

HERE IS THE SIGN:



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How To Use Shoe Cover Dispenser



We got you covered.

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Shoes are covered and now the patient is ready to be walked into the treatment room. Pheww.....



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WAITING/SCREENING ROOM PROTOCOL

The waiting room changed its function. It is no longer for waiting. It's a passing point from the outside to the inside of the practice. Its main role is screening.

HENCE THE WAITING ROOM IS NOW THE SCREENING ROOM.

- Eliminate chairs and measure 6ft distance.
- Sitting in the waiting room is not encouraged. The exception is filling out the Wellness form and if fever is high
- No magazines
- HIPPA electronic signatures

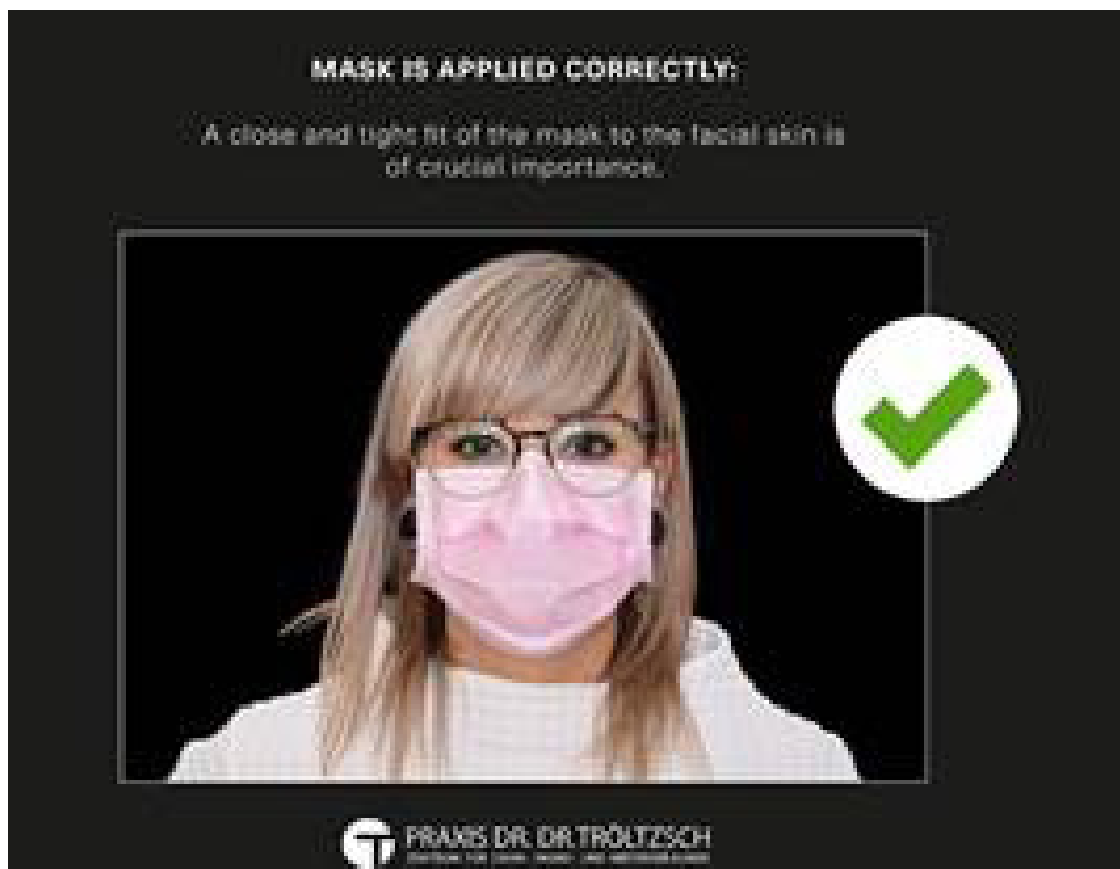
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TEAM CHECK IN PROTOCOL

All team members and doctors go through a check in process that screens for symptoms.

All team members are encouraged to come with clean clothes or scrubs and change before leaving the office. The used scrubs should be taken home in a disposable plastic bag to be washed in hot temperatures.

Our office is a masked environment. Please review the staff Mask guide by Dr. Markus Troeltzsch (oral and maxillofacial surgeon, Germany)



[Link to guide](#)

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STAFF CHECK STEPS:

- Entry to the office is through the back door.
- Make sure to walk in with a mask. The office is a masked environment
- Upon entry hand sanitize your hands for 20 seconds
- Measure temperature.
- Place shoe covers using the shoe cover machine at the entrance.
- Add your name to the check in list at the entrance (see below)
- Ready to rock!

In case you are not feeling well, you are coughing/sneezing, have an elevated temperature, you should not be at work.

Do the right thing and go home. Please advise your co-workers and supervisor. We wish you a speedy recovery!

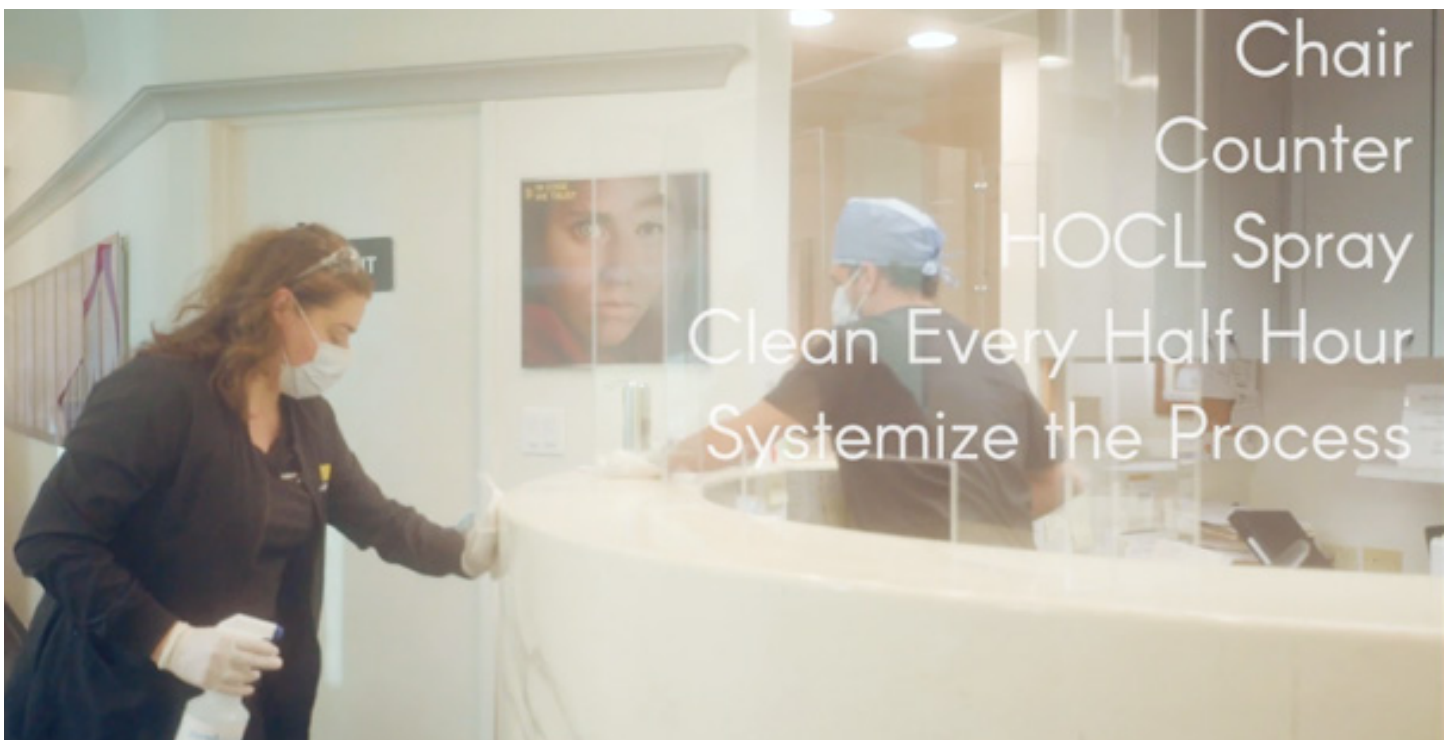
STAFF CHECK-IN LIST

Make sure to accurately fill it out:

DATE	NAME	TEMPERATURE <100.4°F	COUGH	NEW SHORTNESS OF BREATH	ASKED TO GO HOME (Note Time Dismissed)
			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes, Time: <input type="checkbox"/> No

IN THE OFFICE:

- Do your best to distance from patients and other team members
- Don't share pens
- Minimize contact as much as possible (dental treatment is always up close, but do the best you can).
- Be focused and efficient with your tasks.
- Our office is going through some changes. Safety and efficiency are the name of the game.
- Sanitize or wash your hands every 30 minutes
- We understand that we can't be perfect all the time. Our expectations are that you work with focus and intensity that match the current situation.
- Our team working together can ace the Corona protocols!



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Sneeze Guard

CHECK OUT PROTOCOLS

Check-out has to be swift and efficient.

The main goals:

- 1.** Payment
- 2.** Scheduling next appointment
- 3.** Paperwork, consents (if needed)

We are in the process of changing to online payment using our dentrix system. Ideally, patients should be already paid-up upon entry to the office for the procedure (even for a cleaning). This would facilitate the check out.

Scheduling is done in the treatment room by the team member in charge (hygienist for cleanings and assistant for doctor procedures)

Paperwork and consent are digital. These will be processed via DocuSign or through the Dentrix-enabled tablet.

PAYMENTS

Conventional payments will still be accepted but we are transitioning to online payments to minimize time in the office and exchanging cards with unnecessary contact.

Again, safety and efficiency are the name of the game.

We considered several options. One was to utilize to use our current credit card processing company (Heartland). However, we are leaning towards a system that is an integral part of our practice management software, Dentrix.

Most online transactions are considered e-commerce and will have a higher commission fee. Stripe is an example and is an excellent company.

However, be aware that you will be charge extra beyond the credit card commission because it is an online transaction.

You can negotiate the commission but you will be paying more to process payments online. We are going with Dentrix pay.

It is an investment worthwhile.

You will be saving time and your office will be more efficient and safe

METHOD:

- Patient receiving an email/text with a link for payment
- Patient clicks the link and pays the invoice.
- This is sent while the patient is in the office or before. After is possible as well but not ideal. We would like the payment to be processed at the time when the service is rendered.
- The credit card # is saved in the system facilitating payment process for the next appointment and even automatic payment. The patient will get a receipt only.

- For patients that want to use their actual credit card, our terminal will not require handling the card. It's fully operated by the patient and also has a touch option and Apple pay.
- If a patient would like to pay with a check. We will accept and try to implement an ACH debit transaction for the next one.
- Cash is not encouraged but will be accepted.
- Educate patients about the benefits of faster check out, auto pay, have a CC on file.
- We are waiving last minute cancellations due to a sickness. We encourage a preemptive last minute cancellation rather than patients keeping the appointment while being sick

PRECAUTIONS:

- When handling a credit card, check or cash with gloves
- If a patient is given a pen, please advise that it can be kept.
- Be as efficient as possible with payment
- Email receipt

SCHEDULING THE NEXT APPOINTMENT:

- Try to schedule on the phone as much as possible
- Schedule inside the operatory before the patient leaves
- Ideally schedule before patients leave even if it needs to be conventionally at the front desk counter. Be efficient.
- RDA and RDH can assist in scheduling.



HYGIENE TEAM PROTOCOLS

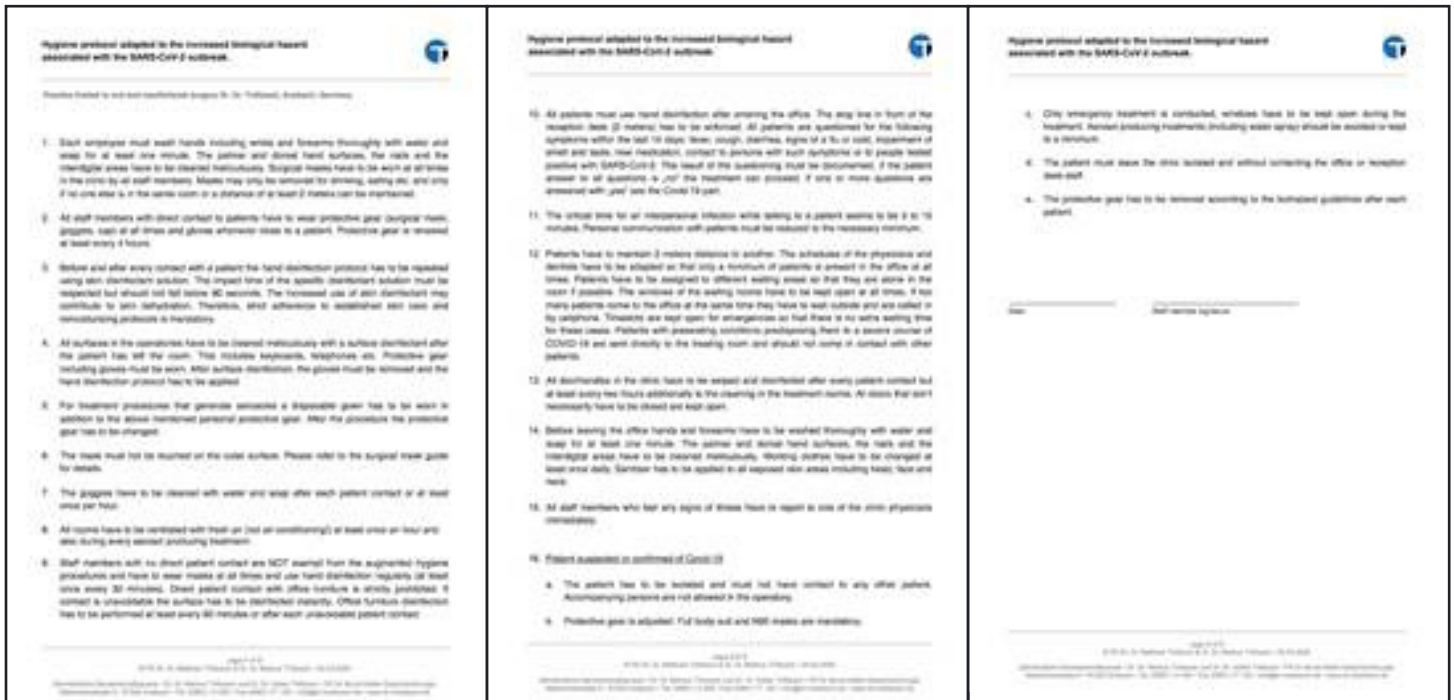
Hygiene is the most common periodontal procedure in our office and must be streamlined to maximize safety and efficiency.

GENERAL GUIDELINES

- Hygiene check format is going to change and not every patient will be able to see a doctor.
- We will coordinate this in the morning virtual huddle or morning memo.
- We must use good verbal skills to communicate this change with our patients. They love seeing both the hygienist and the doctor.
- We must provide them with a peace of mind that they are in good shape and are being taken care of.
- We eliminate all aerosols from the hygiene appointment. There will be no use of cavitron, cavijet or polishing (the latter will be done manually using gauze and polishing paste).
- Hand scale only

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- Patients will be instructed in cautious mouth rinsing (pre and after rinse).
 - It is ok to floss your patients.
 - The saliva ejector and the new Xuction will eliminate close to 100% of fluids and droplets.
 - All hygienists must wear full PPE throughout the appointment.
 - Cases where cavitron is needed must be coordinate with the doctor and the front desk to allow allocation of the aerosol elimination machine.
 - If needed, RDH or assistant will take photos for later review by the doctor.
 - All clinical staff members need to read the hygiene protocols by Dr. Markus Troeltzsch and sign it.
- [Link to document.](#)





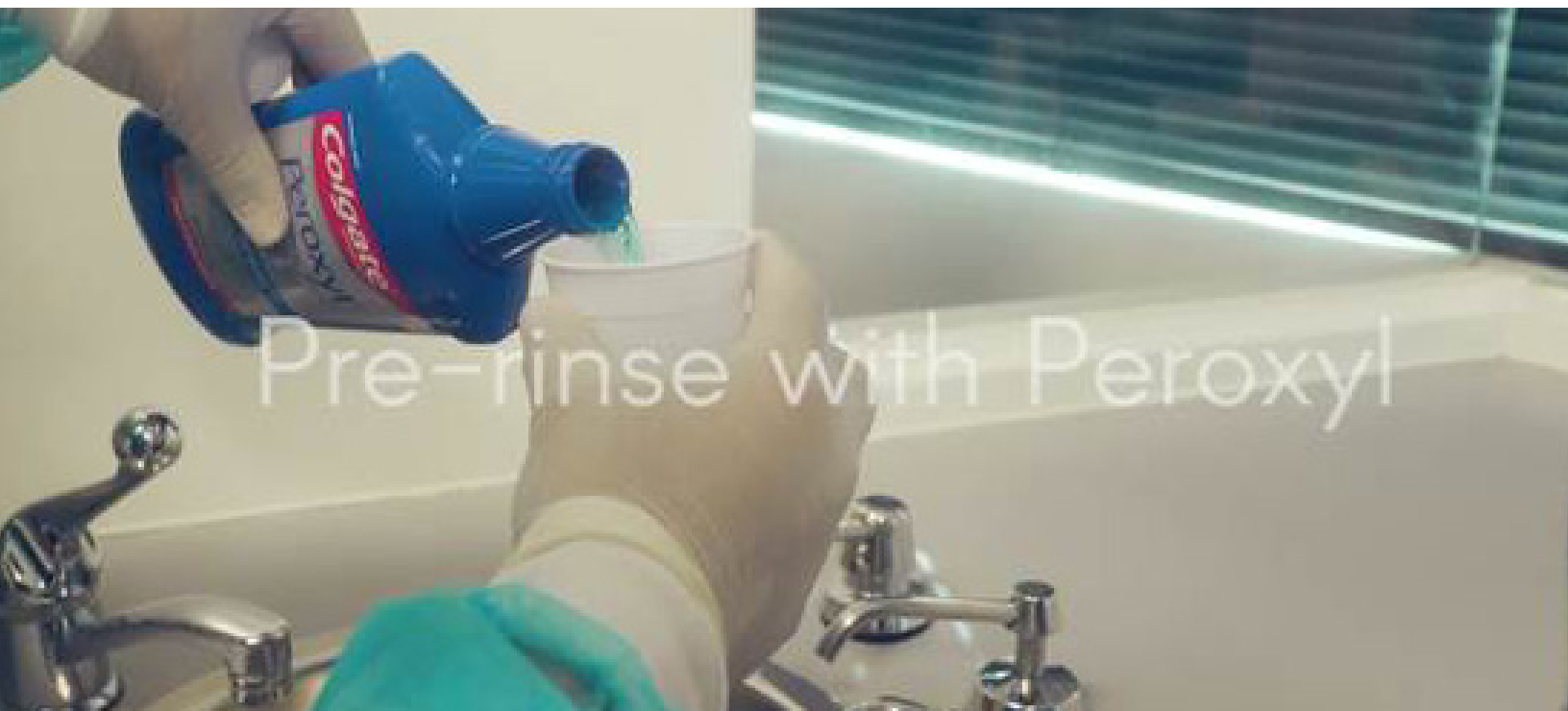
Cleaning Surfaces

ROOM PREPARATION

- Minimize objects on the counters and other surfaces.
- Surface cleaning with HOCL spray
- Chair cover
- Keyboard cover with plastic
- Minimize papers and pens
- Buttons covers
- Peroxyl rinse ready
- Instrument rinse covered
- HEPA filter on maximum (if applicable)
- Xuction ready

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- Patient protection ready (eye protection)
- We don't offer blankets or music at this time.
- Doors need to be closed during the treatment
- Have weave app open
- Dentrux open to review patient's chart and to schedule at the end of the appointment



PATIENT CHECK-IN

- When ready, text patient ""Hi Jane, we are ready for you, please come in and we'll get you checked in - Periodontal and Implant Specialists of Beverly Hills"
- Wear your PPE
- Patient will go through the check-in process described above (Patient check-in).
- Pick patient up from the waiting room. Ensure they are wearing a mask and have show covers

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- No hand shaking or physical contact
- Wash hands and glove in the room
- Have patient remove mask and store it in bag
- Have patient rinse with Peroxyl for 30 seconds
- Have patient seated and provide eye protection and bib
- Start your treatment.
- Hand scaling only with no aerosols
- Use saliva ejector at all times
- For nitrous use disposable nose piece
- No cavitron, cavijet or polishing with a slow speed polishing paste.
- Hand polish with a gauze/paste
- Oral hygiene instructions
- Schedule patient's next appointment
- Walk patient out to front for payment (if in auto pay or electronic pay, walk out)



ATTIRE PROTOCOLS

FRONT

- Surgical mask (N95 will provided upon request)
- Eye protection (optional)
- Gloves when handling credit cards, cash and checks
- Shoe covers

DOCTORS

- Face mask
- Eye protection
- Head cover

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- Gown
- Show covers
- Full PPE in surgery

ASSISTANT

- Face mask
- Eye protection
- Head cover
- Gown
- Show covers
- Full PPE in surgery

HYGIENIST

- PPE
- Shoe covers

HOW TO WEAR PPE

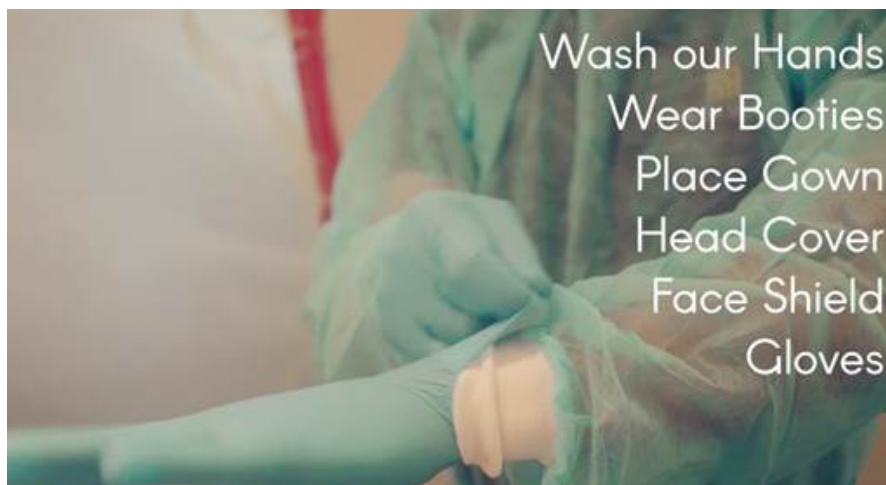
Make sure you have what is needed for a complete PPE before surgery. Lay it out in front of you and follow the steps.



- Wash your hands for 20 seconds
- Wear booties
- Place gown and secure straps
- Place N95 using elastics

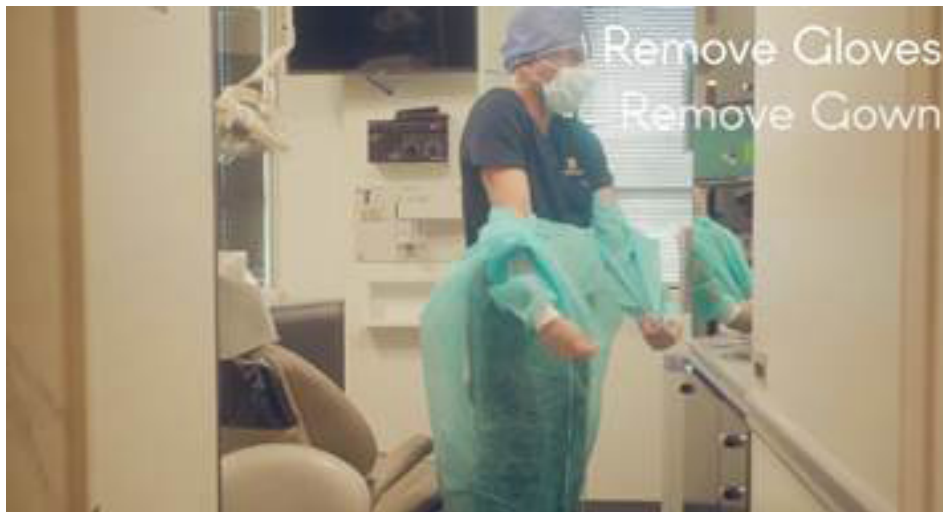
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- Head cover
- Face shield
- Gloves and then enter room



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HOW TO REMOVE PPE



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REMOVAL OF THE PPE IS NOT JUST THE REVERSE ORDER. HERE IT IS:

- Removal gloves
- Remove gown by untying and let it fall off
- Remove face shield
- Outside room remove N95 (using straps)
- Hand wash



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CPR (CORONA PREVENTION ROOM)

This room serves to store the PPE and equipment as well as laundry for washable gowns.

WHAT IS IN THE ROOM:

- Washer
- Dryer
- Washable PPE (100)
- Disposable gowns
- Face maske
- Level 3 surgical masks
- Latex gloves (3 sizes)
- Non-latex gloves (3 sizes)
- N-95
- KN-95
- Face shield
- Show covers
- Aerosol suction machine

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MAIL DECONTAMINATION

Everything that comes from the outside, including mail and packages, is suspected to be positive for Covid-19.

- We have 2 bins with a red sticker (dirty) and a blue sticker (clean)
- Deliveries of mail and packages come through the back door.
- Wear gloves
- Spray mail in red bin
- Transfer to blue bin
- For larger packages, use the same spray, open, spray the inside.
- Deliver the mail and package to its destination in the office.

LAB (WAX UP, MODELS)

Everything that comes from the outside, including mail and packages, is suspected to be positive for Covid-19.

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ASSISTANT PROTOCOLS

COMING SOON

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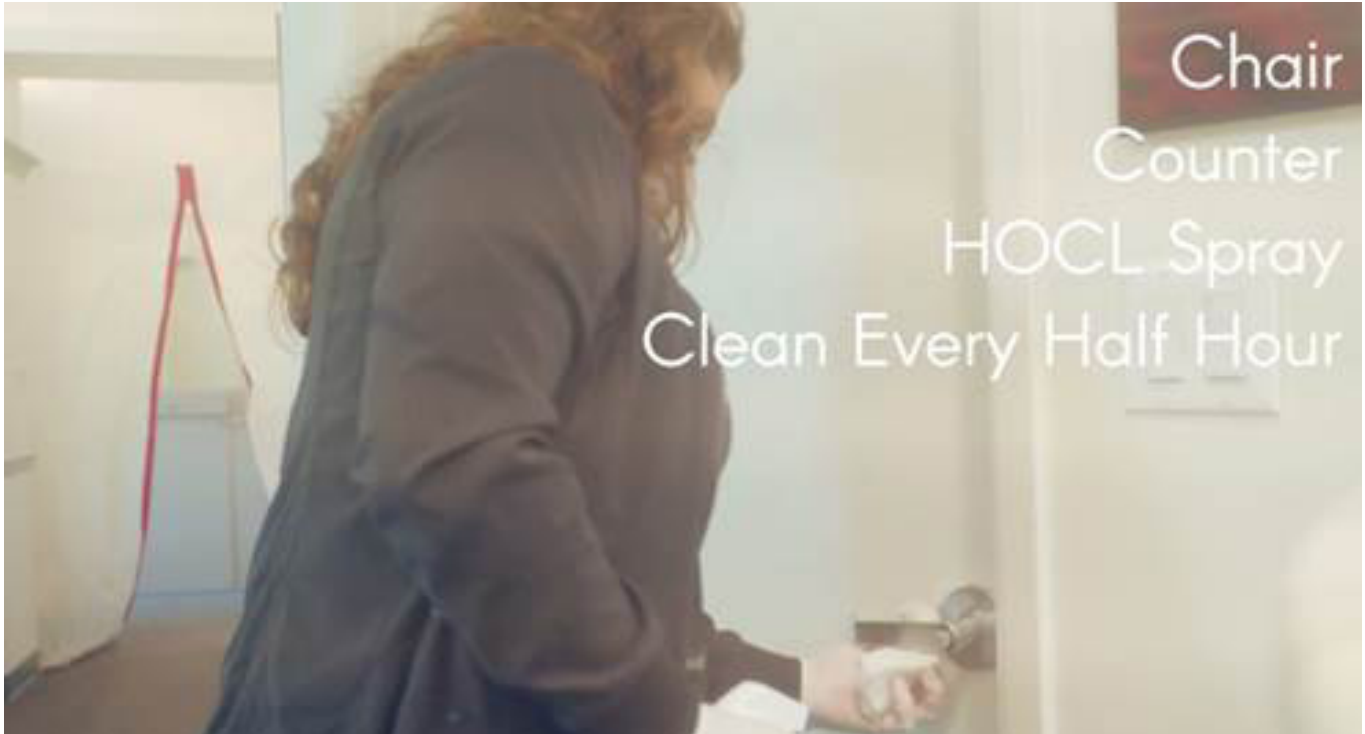
DECONTAMINATION & PURIFICATION

Through new equipment and protocols we can minimize cross contamination and keeping patients, staff and doctors safe.

MATERIALS USED



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SURFACE DECONTAMINATION

Every 30 minutes surface and door handles get decontaminated used HOCL (Hypochlorous acid) spray. There is a sign in sheet for staff performing this task

Time	Staff Member	Front Counters	Door handles	Staff room	Cabinet handles	

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HEPA FILTERS

Important especially in offices that can't open windows

It filtrates the air to a small particle size so you can take a deep breath. The air is clean



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WATER TREATMENT PROTOCOLS



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AEROSOL CAPTURING DEVICE

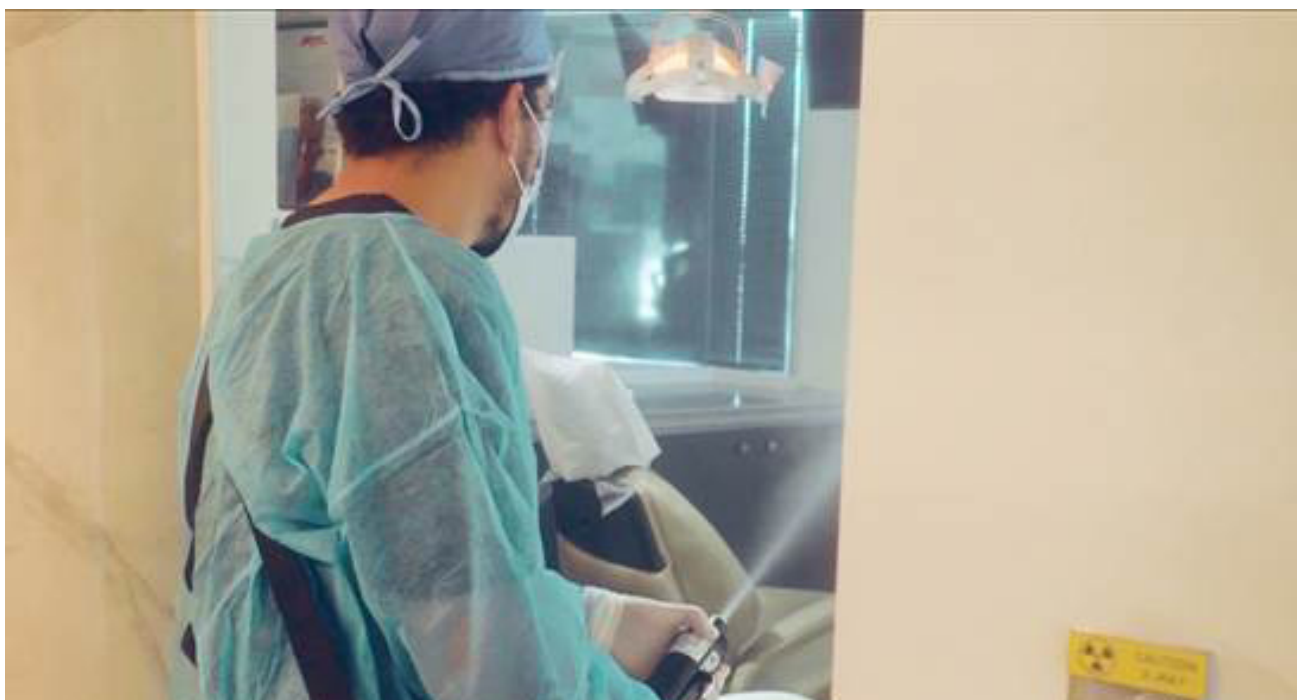
In certain procedures we use a handpiece and aerosols are naturally created. These need to be captured and this machine does it best. It's placed close to the patient's mouth during the treatment and the aerosols are captured from the air and into the machine.



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THE FOGGER

This machine disperses HOCL (hypochlorite acid) for decontamination in the office and the operatories.



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More Forms Coming Soon

NEW FORMS AND CONSENTS

COVID-19 CONSENT FORM

I have discussions with my doctor in regards to the pros and cons relating to contracting COVID-19.

I am satisfied that my doctors answered all of my questions.

Although there are no guarantees in regards to the possibility of contracting COVID-19, my doctor will be following safety protocols as to best protect myself and the staff during the surgery. I understand that I have the possibility to delay my surgery and I have elected to have the procedure at this time.

Signature: _____

Date: _____