

COVID-19 Office Protocols

We want to thank all of you for your patience and understanding as we navigate the implementation of some new protocols, personal protective equipment and social distancing into our normal infection control and appointment management. We have all been through a lot and we are grateful for your continued trust and loyalty. Your safety in our office is paramount.

Pre-screening protocol:

We will be calling to confirm your appointment even if you have confirmed your appointment through our automated system. We will be asking a series of questions and discuss any concerns you may have about your appointment. If at this time you feel uncomfortable keeping your appointment we can reschedule for a later time. If we have to leave a message for you, please return our call as soon as possible.

Virtual waiting room protocol:

We would like to limit the number of people in our reception room and ask that you remain in your car and call us at (513) 489-5599 to let us know that you have arrived. We will give you further instructions when you call us. If you do not have a cell phone, come to the office door and let us know that you are here. If you are accompanying a minor child or a caregiver of the person to be receiving dental care, we would prefer that you wait in the reception room and not be present in the treatment room.

Mask protocol:

Everyone who enters the building must wear a mask. If you do not have one, ask us for one.

Screening/ temperature check protocol:

Prior to entering the treatment areas, we will conduct a short interview and take your temperature using a no-touch forehead thermometer.

Treatment procedure protocol:

Prior to receiving dental care, we ask that you wash your hands and rinse with a 50/50 solution of hydrogen peroxide and water for 20-30 seconds. All team members will be wearing the required PPE when entering the treatment rooms.

New special changes that you may notice in our office:

- 1. Plexiglass barriers are located at the front desk area.**

- 2. Most doors will be propped open.**
- 3. Air filtering devices placed thru out the office.**
- 4. Team members wearing KN95 or N95 masks and isolation gowns.**
- 5. Hi-tech new sterilization center to more efficiently process our instruments.**
- 6. Our unique secret weapon -the turbo dental air vacuum machine that when placed within 6 inches of the mouth will collect 98% of all aerosols. We were able to purchase 3 of these units for patient care. (See YouTube video on dentair vac.)**

Please continue to stay safe and healthy. We look forward to serving you again soon!!

Dr. Westendorf and Team