

COVID Return FAQ's

- Vacations
 - Any vacations that were previously in the schedule can remain. If you need a sub, we will be sure to find one for you!
 - Dr. Mutch's time off per month have been postponed. However, like mentioned above, if you had plans we will accommodate.
 - We will remain closed during the Lapeer Days break regardless of if Lapeer Days is taking place.
- What about leaving the office during lunch?
 - While you can, we are recommended that this is limited to minimize any unknown variables.
 - Should you chose to leave the office during lunch, we ask that you bring a change of clothes.
- How should we contact the "runner" if we need something from our operatories?
 - We are looking into a bell type system. If you have any ideas for this, please let us know!
- Can we ask that patients, new or not, update their health histories completely online?
 - Sure thing! We will just ask that the front desk instruct all these patients to do so at our website. We can also include this link in our text messages that go out.
- Will we continue to perform whitening?
 - At this time, we will postpone whitening treatments. Let's give this new system about a month to see how long we will need to do all of this.
- Where do we get the washable bags for our scrubs?
 - Check out the link at Amazon here: https://www.amazon.com/Kimmama-Bag-Heavy-Machine-Supper-Lingerie-Undergarment/dp/B07P5C6DMD/ref=sr_1_15?dchild=1&keywords=washable+laundry+bags&qid=1590072943&sr=8-15
 - Also check out this laundry sanitizer that Elaine mentioned: https://www.target.com/p/lysol-laundry-sanitizer-free-38-clear-90oz/-/A-78055198?ref=tgt_adv_XS000000&AFID=google_pla_df&fndsrc=tgtao&CPNG=PLA_Houehold%2BEssentials%2BShopping_Local&adgroup=SC_Household&LID=700000001170770pgs&network=g&device=c&location=9017048&ds_rl=1246978&ds_rl=1248099&gclid=CjwKCAjw8J32BRBCEiwApQEKgSDMiAiVTffOhwUczXjiu3boELe8jV4jaJAwGTTTC-GH0sFdsbk9hoCPGoQAvD_BwE&gclid=aw.ds

- Do we need a fit test for the N-95's and KN-95's?
 - Usually, yes. I am working on getting more information on this since the testing kits have been sold out. Please stay tuned!
- How should we take a PANO during this time if we cannot leave the room?
 - Take the PANO before your patient enters your room. Let the front desk know that when they pass the barrier between the front desk and the clinical area you will be there to meet them for this image.
 - If it is determined mid-procedure that you need a PANO, let the runner know and they will direct your patient to the machine and take the image for you.
- What about our CPR certifications?
 - Our deadlines have been postponed. Elaine is looking into possible recertification via Zoom and will let me know, thanks!!
- How will people without cell phones notify us that they have arrived?
 - Not sure. If you have any ideas please let us know. It will also be important that the front desk make this clear when they are confirming. Maybe the patients do have a cell phone but do not bring it out with them always.
- Is there a place to store credit cards in Dentrix?
 - As of right now, no. I am looking into Dentrix Pay that is part of our current package. This way, we can store credit card information in the Ledger.
 - Until then, we can store the credit card information in the Patient Notes
- Will we have a cleaning company come in before reopening?
 - Yes! We will be having a new cleaner, Kara, begin before we re-open.
- Are we having morning huddles?
 - No 😞
 - The doctors have decided that at this time we will suspend our normal morning huddles. Instead, they will be arranging a time for their front office member to call them to and go over the upcoming day either the night or morning before.
- When should we stop drawing unemployment?
 - You are able to draw unemployment until the day you come back to work.
 - If you come back in the middle of the 2 week unemployment period, when you call Marvin next, you will just let them know you returned to work on xx/xx/2020
- Will we be extending appointment times or asking patients to arrive early?

- At this time our appointments will stay the same length
- Patients will be asked to arrive 10 minutes early to complete their screening
- We can always re-evaluate this, but hope that having extra bodies in office for floating, getting supplies, and sterilizing will help everyone have more time in their rooms
- Should we be wearing head cover?
 - There have been no recommendations from any sources on this. If you feel more comfortable wearing one, please do not hesitate! Elaine has a friend that has been making them. Let her know if you'd like to place an order 😊