

## **CLINICIANS POWER POINT**

- Slide 1
  
- Slide 2
  - Like you know, we plan to open up in 3 phases
  - The first is with only the front desk staff so they can get everything organized for the upcoming week(s)
  - The second is doctors and assistants. This way we can start familiarizing ourselves with the new schedule system, which I will introduce on the next slide, and how we will manage patient appointments for at least the next 4 weeks.
  - The third will allow all staff to return back to the office. Everyone will be following a new schedule which I will send out to each of you individually so there will be no questions.
  - All of these things are subject to change if the governor says we have to be closed longer
  - We are also working on setting up a date to complete a trial run
  
- Slide 3
  - This is what we are thinking for our COVID return schedule.
  - We will be open Monday-Saturday. Monday-Thursday our hours will be 7-7, Friday, our hours are 7-5:30 and Saturday our hours will be 9-5.
  - We have broken up our new schedule into 3 shifts. Each doctor will rotate through the shifts. For example, if Dr. Mutch is shift A during our first week back, he will be shift B during week 2 and shift C during week 3. We will continue to rotate through this schedule until we are able to return to normal (at least through July 2<sup>nd</sup>)
  - Hygienists will follow the same type of shifted schedule. You'll see that if you are shift A on Monday, during week 1 you will work with Dr. M from 10-7, shift C on Thursday you will work with Nate during week 1 from 830-530.
  - Like I mentioned I will be creating individualized schedules for each staff so they know when they are working. You will have the same amount of hours as before COVID, the same scheduled days, just different scheduled times.
  - You'll see the column to the far right that says NO EXAM 8-5. This chair will be used for any hygiene patient that does not have any outstanding tx and has had an exam in the last 12 months. These patients can be scheduled in 5 unit blocks with no exams
  - We are also looking for volunteers to add hours to their schedule on Saturdays. The day will be 9-5. If you are interested please send us which Saturday's you are willing to work.
  
- Slide 4
  - For the time being we will keep prophylaxis at 6 units. Children will be no less than 4 units, no exceptions. And new patients will stay at 9 units, but we will be implementing teledentistry calls the day before to know what concerns have to be addressed
  - We will have 2 hygiene per doctor. One will start on the hour and the other on the half hour.
  - Doctor exams will be conducted all at once during days that all docs are there or there is no "floating doc". When he is able to leave his op, he'll come do all the exams.

Otherwise, on Monday, Tuesday and Friday, there will be a floating doc. This doc will complete all the exams regardless of the patients normal doctor, and perform any simple procedures to minimize patient return to the office.

- Appointments for the doctors will be basically a single chair. Appointments will overlap by 10-20 minutes. This will give time for the other assistant to sterilize, prep for the next patient, and help others if they need additional supplies
- If you need something, another assistant (or runner if we have one for the day) will get you the supplies you need. Even the floating doc is willing to help
  - This includes xray sensors and holders
  - You will be allowed to leave your room between patients, for sure!
  
- Slide 5
  - Here is a sample schedule for the doctors. The only day all three doctors will be there together is Thursday
  - See how their lunches are all at very different times, the start times are staggered and even the appointments should be staggered as you see in Dr. Mutch's example
  
- Slide 6
  - Here is a sample hygiene schedule for Thursday
  - You will see some of your names up there, and I know they are not in the right operatories but they will be when we actually initiate this.
  - Each doctor on Thursday will have 2 hygienists. One hygienist will start on the hour and the other on the half hour
  - This will not only stagger appointments for staggered lunches, but also help decrease the number of patients in the waiting area at a time
  
- Slide 7
  - We will have screening measures for both patients and staff.
  - As you can see both patients and staff will have a temperature screening before being allowed into the office. If anyone's temp is higher than 100.4, they will not be allowed into the office and referred to see their physician
  - Patients will complete their entire screening in the front foyer of the waiting room while staff screening will be conducted at the back door.
  - Patients will have to complete a covid questionnaire and hand sanitize before entering the office. While it is not mandatory for patients to wear a face covering, it is recommended that they do so while they are in the office and not receiving treatment.
  - Patients will also be asked to stay in their cars until they are called in, not to bring anyone extra with them, and that all personal belongings are brought back to the clinical room with them rather than staying in the waiting area.
  - Staff will be given a temperature screening and asked to sanitize both their hands and phones before entering the office
  - If a staff member does not pass the temp screening, they will be referred for COVID testing and not allowed to work until fever is clear for 3 days

- The next slide shows a sample of the covid questionnaire. There is also a page in the return to work packet that is a referral for patient to see their physician and why we denied care.
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  - Here is a sample questionnaire that we will be asking patients to complete prior to their appointment and at the time of their appointment screening
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- Slide 10
  - Before the appointment
    - Before your patient comes back for their appointment, there are a few things that you need to be prepared with
    - Your room should be completely set up for the entire procedure before the patient enters your room
    - You should not be leaving your room once the procedure starts
    - Have your hygiene to-go bags ready to go before the appointment
    - Then you will don MOST of your PPE including: knee length coat, mask, and face shield
  - During the appointment
    - Once your patient enters the room, ask them to rinse with Clo-Sys or Listerine for 60 seconds.
    - Then ask them three important questions:
      - 1) How do you feel about what has been going on the last 2 months?
      - 2) How do you feel about being here today?
      - 3)What can we do to make your visit here makes you feel safe and comfortable?
    - After, perform hand hygiene in the room so they can see you doing it, before you don your gloves
    - Each room will now be fitted with additional suction
  - After the appointment
    - When you are done with your appointment, you will check with the front desk if your patient can be dismissed via venga. Once the clear is given from the front office, your patient will head up to check out, if they need it, on their own.
    - When they leave, you will wipe your room down, spray a surface disinfectant, wait 10 minutes, and then wipe down again. We will a runner collecting instruments to be sterilized so you can stay in your room.
    - Doff your PPE and prepare for your next patient.
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  - Social distancing
    - We will be staggering schedules, as shown earlier to help spread out lunches and allow for the best social distancing we can

- We ask that if you are not in PPE, you try to stay 6 feet away from each other until we are told we can end the distancing
  - Treatment planning
    - Will have to be done completely through the computer
    - It will be the clinicians responsibility to enter the treatment into Dentrix, or send it on a Venga message to the front office before the patient is dismissed
    - Any treatment that could be completed in a doctors open schedule should be recommended to that patient to complete the same day
    - Other scheduling of treatment should be done as much over the phone as possible
  - PPE and what we will be requiring
    - There have been many questions on this topic. We want you to know that we are not willing to risk anyone during this time.
    - We are looking at options for barriers between rooms and the front/clinical areas
    - We are also looking into options for reducing aerosols in the operatories
    - We are continuously researching and trying to get these items stocked before they go on back order
    - The next page will show what PPE you will need and when. It is important that everyone is familiar with the PPE as each member of the office will need to wear some type of PPE all day every day
    - At this time we are not requiring hair coverings, but if you feel like you want to wear one, please go ahead
  - PPE
    - Here is the chart for what PPE will be required during what kind of procedures
      - Non-aerosol producing requires less protection
        - Lab jacket
        - Gloves
        - Eye protection
        - Face mask (level 3 surgical)
      - Aerosol producing requires more protection
        - Knee length gown
        - Gloves
        - Full face shield
        - N-95 respirator mask or equivalent
    - What about reuse of PPE?
      - Your knee length gowns will be provided to you by the office and laundered at the office.
      - N-95 masks will be limited to \_\_ per day. They should be kept in a brown paper bag in your operatory or locker when they are not in use.
      - The face shields we have purchased for doctors and hygiene are reusable and can be disinfected per manufacturers guidelines.
      - We also are asking that everyone bring a change of clothes to change out of at the end of the day. Kelly suggested these washable bags to

launder your clothes right in without having to touch them to put them in your washer. Check them out here:

[https://www.amazon.com/Kimmama-Bag-Heavy-Machine-Supper-Lingerie-Undergarment/dp/B07P5C6DMD/ref=sr\\_1\\_15?dchild=1&keywords=was hable+laundry+bags&qid=1590072943&sr=8-15](https://www.amazon.com/Kimmama-Bag-Heavy-Machine-Supper-Lingerie-Undergarment/dp/B07P5C6DMD/ref=sr_1_15?dchild=1&keywords=was hable+laundry+bags&qid=1590072943&sr=8-15)

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- Slide 14
  - Before entering the building
    - Confirmations and Co-Pays
      - Days before the patients appointment, they should be confirmed, asked to complete the first part of their questionnaire and given notice of what their co-pay will be and their options for paying it
      - At this time, if the patient is new, they will also be asked to complete their health history forms online as we will be ending all in office completion until further notice
      - We will also remind patients that it is recommended that they wear a face covering while in our office and not receiving treatment.
    - Patient arrival
      - Next when the patient arrives for their appointment, we will ask that they remain in their cars until we call them in.
      - They will enter through the first door into the foyer where they will be greeted by one of our PPE'd staff members
        - Here they will complete the second part of their questionnaire, have a temperature screening and be asked to hand sanitize before moving on into the waiting area
        - After the staff member clears the patient to move on, they should disinfect all door handles and hand sanitizer nozzle if the patient touched it
      - Once the patient is in the building, it is important to keep bodies in the lobby to a minimum
      - We are shooting for 3 or less at a time
      - The patient will be given an operatory number to which they should go to
        - This will help minimize PPE and time wasted by the clinician walking to the front office, calling the patient name and then donning the proper PPE
        - Instead, you will be waiting in your room with MOST of your PPE on
      - Once the patient has found the correct room, you will ask them the 3 questions as mentioned before.

- Ask the patient to perform a mouth rinse of listerine or closys for 60 seconds. Then, perform hand hygiene in front of your patient before donning gloves.
  - HYGIENE: doctor will pop in at some point during the appointment to perform their exam.
  - Remember to stay in your room at all times!
  - It is also important to remember that you must have all necessary items to complete your procedure out before the patient enters the room.
    - Once they are there, you should be opening any drawers or cabinets.
    - If you forgot something and need it, there will sometimes be a runner helping out and the assistants can also help during their breaks in the staggered schedule.
  - After appointment
    - After your appointment is complete, you will need to check with the front office to see if the patient may be dismissed via venga
    - If the all clear is given, thank your patient for being there with you, ask them to make their way to the front desk (which of course will be shielding with a sneeze guard) so they can complete any necessary transactions
    - If a patient is able to pay via phone or mail we would like to try to do so to mitigate the interaction with patients and the front desk
    - When all is complete, the patient will be asked to hand sanitize before leaving the office.
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  - Bathrooms
    - Will be available for patient use on an emergency basis
    - if a patient uses a bathroom, the front office staff should don gloves and mask and disinfect the bathroom after each use
  - Clutter free
    - All counters and extra space in the office will be free of clutter.
    - This includes the waiting area so there will be no toys or magazines or promotional brochures.
    - And also the operatories. Nothing extra that does not need to be on the counter should be on the counter. I will be purchasing baskets to place all non-essential items in for the time being.
  - Social distancing
    - While we will be trying our best to mitigate the number of people in the lobby at once, there may be times when back ups happen.
    - In this case, we will have pre-marked lines on the floor to indicate 6 foot distances
- Slide 16

- Since we missed our annual OSHA meeting, there are some homework items that they suggest we take care of before our return to the office. I will be sending this information out with the following:
- Copies of the Power Points and my notes, copy of the Back to Work Guidelines that were covered here, and your individualized schedules