

FRONT DESK POWER POINT

- Slide 1

- Slide 2
 - 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.

- 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 2nd)
 - Hygienists will follow the same type of shifted schedule. You will see that if you are shift A on Monday, during week 1 you will work with Dr. M, shift C on Thursday you will work with Nate during week 1.
 - Like I mentioned I will be creating individualized schedules for each staff so they know when they are working.
 - 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 treatment and has had an exam in the last 12 months. These patients can be scheduled in 5 unit blocks with no exams

- Slide 4
 - We would like for the front office to start a triage for our patients
 - If there is a tooth ache, something hurts or is swollen, take note and let them know that there will be a doctor contacting them for a teledentistry appointment
 - This will make more space in our schedule and it will minimize the number of people in the office during the day
 - There will also be a few days a week that there is a third doctor there doing what we are calling "floater doc". They will do all the hygiene exams along with completing any work that needs to be done and can be done quickly.

- 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.

- Slide 8
 - 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

- Slide 9

- Slide 10
 - Before entering the building
 - Confirmations
 - At LEAST 2 days before the appointment, confirmations should be made

- 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 tell patients what their estimated co-pay will be, give them their options for contact-less payment, and remind patients that it is recommended that they wear a face covering while in our office and not receiving treatment.
 - Arrivals
 - Next when the patient arrives for their appointment, we will ask that they remain in their cars, text us to let us know they are there, and wait 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 front staff members (the one who's doctor is not there that day). 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.
- After entering the building
 - 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
 - Once in the operatory, neither the patient nor clinician is permitted to leave the room
 - If a clinician needs immediate assistance with treatment planning, they will have access to the front office via Venga messaging
 - It is important that we not only minimize the movement of patients in the office, but also the front staff
 - Please refrain from leaving your front office area during the day unless it is completely necessary to do so.
 - After the appointment is complete, a clinician will be messaging you to see if the patient may be dismissed via Venga.
 - It will be the clinicians job to enter any treatment needed into Dentrix
 - If they do not, they can send it to the front office staff that is checking their patient out via Venga
 - If the all clear is given, the patient can make their way to the front desk (which of course will be shielding with a sneeze guard) so they can complete any necessary transactions
 - Payment and check out

- 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.
 - If a patient opted to use a credit for payment and touched the credit card portal, it is the front office's responsibility to sanitize it after each use
 - 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 zone
 - 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.
 - 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
 - We have staggered lunches to allow for better social distancing as well
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 - We will be accepting payments in almost the same way as before, however all patients should be notified of their copay and how they are able to pay before they arrive for their appointment. Please urge the first three options
 - They should be given the option to provide a credit card number over the phone. This could be taken before the appointment and charged after the services are rendered or after the appointment when we call the patient to collect the information if this is what they prefer
 - Checks will also be acceptable during this time in person and via mail
 - Patients can opt to wait until their statement arrives in the mail. At that point they will be able to pay via credit card for check
 - Last option
 - If a patient wants to pay with a credit card in office rather than over the phone they can do so, but there will no exchange of credit cards.
 - They are the dirtiest form of payment!
 - The patient can insert, tap, or swipe their card on the credit card portal.
 - After use, the front office will wipe down the machine but never touch a card.

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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

- Slide 14
 - 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.

- Slide 15
 - According to the CDC, all front office team members are required to wear a mask during their day at the office
 - Mask can be homemade of cloth, if they preferred
 - If the front office team member must enter the clinical area to give a treatment plan or provide information to a clinician, they must don a surgical mask rather than a cloth mask
 - Sneeze guard will be installed during the week of May 25th

- 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