

Pacificwest Dental Group

Reopening protocol

Overview

With the clinic reopening soon, this document will go over few new infection control protocols aims to keep all of our patient and staff safe by minimize the number of people enters the office. It is imperative that all staff read this document carefully and if you have any concern or suggestion, please bring it forward to Dr. Wang, Dr. Lee and Sangeeta.

For All staffs

Before work

- Remove watch and jewelry
- Wear clean clothes to work
- Bring a change of clothes or scrubs if needs to
- Bring lunch in disposable bags
- Do not wear nail polish and keep up with proper hand hygiene
- Disinfect work station

During work

- Disinfect phone, ID badges and glasses
- Hand hygiene before/ after each patient and when touching new surfaces
- Use dedicated equipment in each chair as much as possible
- Avoid physical contact
- Practice social distancing whenever possible
- Wear appropriate PPE as directed

After work

- If desired, change clothes and wear clean clothing home
- Disinfect phone, ID badges, glasses.
- Leave work shoes at work if desired
- Leave outside shoe in garage or outside
- Clear your water bottle
- Wash your dirty/ work clothing
- Focus on wellness activities at least 1 hour a day.

Administration Protocol

- Make sure the patient and family are informed of the new administrative and clinical procedures associated with their visit through verbal or written (letter, email, website) communication
- Eliminate face to face communication through phone/ email for appointments, finances, progress updates etc.
- Plexi-glass shields at front desk. Appropriate PPE will be provided if needed.
- Try to maintain 2 meters of physical distancing whenever possible.
- Remove all books, toys, coffee a drink services in the waiting room
- Pre-screening of patient at time of arranging appointment
- Provide consent for treatment for patient which acknowledges the risk of virus transmission may be a consideration.
- Instruct patient to wear a mask when they come to the office
- Instruct patient to brush and floss before they come to office as tooth brushing stations are not available
- Advise that washrooms are not available for patient use
- Ideally nothing hot or cold to drink 30 minutes prior as it can influence body temperature reading
- Patients do not enter office until they are contacted via phone / text and informed that they can enter
- Signs at entrance to the office that reinforce the need to physically distance and explain risk of virus transmission
- patient is met at office entrance by a greeter, temperature is taken using a no touch or disposable thermometer. Doors will remain open, or be opened by a greeter. Patient washes hands or is provided with alcohol-based hand sanitizer as soon as they enter the office.
- If an elevated temperature is noted (37.5°C or higher) or there is a positive response to the questionnaire; refer the patient to a medical health care provider and do not see patient in the orthodontic clinic.
- Patient is informed to not touch anything in the office
- patient is escorted to the chair by the greeter
- greeter should wear a surgical mask and eye protective gear.
- establish a schedule for regular disinfection of all reception surfaces

Clinical Protocol

- Ensure that proper physical distancing.
- have a dedicated chair for debonding, bonding and hand piece use that is at end of clinic or in an enclosed area
- A high volume suction should be used whenever aerosol generating procedure is performed
- avoid use of air / water combination from triplex syringe
- do not use prophylaxis head to clean teeth, instead, use cotton roll with pumice to rub against the tooth surface. If there is a lot of plaque, use scaler to remove plaque first.
- adjust bonding procedures to use a one-step etch and bond technique to avoid water rinse.
- adjust clinical schedule to reduce number of patients and increase appointment duration to allow for added infection control procedures
- treating staff / doctor will remain at treatment area as patient is escorted to clinical area by greeter
- keep number of staff in treatment area to a minimum
- staff should be dedicated to a specific treatment chair and not move between treatment areas
- have a “floating” clinical member that works outside of the treatment area that can deliver required instruments / materials to the edge of the treatment area to be retrieved by the treating doctor / staff member
- once procedure is complete the patient is instructed to place their mask back on, leave the clinic directly, remind them to not touch anything, greeter will escort them to exit the clinic.
- while still in PPE treating staff member cleans instruments with warm soapy water in clinical area and places on tray for delivery to the sterilization area by floating staff member.
- treating staff member cleans all clinical surfaces
- following standard sterilization protocols will eliminate the SARS-CoV-2
- a fogging machine with HOCl solution will be used to disinfect the air and large surface between patients.