

# What We're Doing To Keep You Safe During Coronavirus (COVID-19)

As cases of the COVID-19 virus (coronavirus) have been reported closer to home, we wanted to take this time to communicate to our patients about our attention to this evolving situation to reassure you that our highest priority is the safety of our patients, staff and the communities in which we serve, and continuing to provide dental care to those communities.

## **Sterilization and Disinfecting of Clinical Environment**

First and foremost, we adhere to the standards set forth by the American Dental Association for infection control and the prevention of cross-contamination. Our standard of care is to treat each and every day as if there were a possibility of infection or the transmission of a communicable disease. This practice includes the disinfecting of all environmental surfaces that patients might encounter while in our clinics with an EPA approved, hospital-grade disinfectant and the sterilization of instruments that are used. This practice has been in place since we began practicing dentistry.

With the heightened spread of viruses like COVID-19 and influenza, we have also added additional measures to wipe down hard surfaces more frequently. Keeping our clinical environments sterilized and disinfected is our highest priority.

## **Provider & Employee Accountability**

In an effort to protect our patients, staff and our clinical areas, we are requiring our clinical staff to stay home in the event they are ill and are not to return to work until they have been without a fever for 24 hours without the use of

fever-reducing medications. They are being asked not to come to work with a persistent or uncontrolled cough. We are also requiring our staff to report any travel outside of the state by themselves or their immediate family to assess the potential risk of exposure.

## Protocol for Patients

We are confident these measures are ensuring the safest environment for our patients. That being said, because these viruses are communicable, we are putting some special provisions for patients in place to ensure we are limiting the potential spread, please see the list below:

- **Limit patients and family members in our waiting rooms.** To keep a safe environment for our patients, we are limiting our waiting rooms to only one family member with each patient. If you have other children, family members, or guests who are not being seen by the doctor, we request that you all wait in your vehicle instead of the waiting room. We will also allow for patients to wait in their cars and we will alert them when it is time for them to come back for their appointment.
- Rescheduling patients who are ill, or who have potentially been exposed. If you or anyone in your home is experiencing signs or symptoms of a respiratory illness or is running a fever, we ask that you call to reschedule your appointment.
- **Avoiding unnecessary physical contact.** We will be conscious to eliminate unnecessary touching around the visit, including handshakes or high fives.
- **Additional medical screening.** Anyone who registers a fever of more than 100.4 will be rescheduled to a later appointment.

If you are not experiencing the above-mentioned issues, we remain open and our team is happy to see you.

Renee E. Doyle, DMD, MS  
Doyle Orthodontics  
106 Veterans Parkway  
Columbia, IL 62236

