

# Cobblestone Kids

PEDIATRIC DENTISTRY

**COVID-19**

**Reopening Protocol**

## Welcome back to Cobblestone Kids!

As you all know, our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Upon our reopening, we want to assure you that Cobblestone Kids will continue to follow all guidelines set forth by the American Dental Association (ADA), the American Academy of Pediatric Dentistry (AAPD), the U.S. Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up to date on any new rulings or guidance that may be issued.

Infection control has always been a top priority to our practice, and Cobblestone Kids will continue to exercise the highest infection control standards, as well as implement new protective measures such as screening for COVID-19 status; instructions for patient arrival and COVID-19 transmission precautions, including personal protective equipment; clinical technique recommendations; steps to follow after suspected, unintentional exposure; environment disinfection between patients; post-operative instructions for patients; and steps to minimize exposure to others when going home after a workday.

Dental offices have been and will continue to be one of the safest places to be, as infection control and universal precautions have been a priority in dentistry since the 1980s. Cobblestone Kids thanks you for trusting us and will continue to assure the safety of both our patients and staff in these uncertain times.



## Pre-Appointment Screening Process:

Prior to each scheduled dental appointment, a member of our staff will be contacting you and will ask to speak to the patient's parent or legal guardian to confirm the upcoming dental appointment.

After we explain the purpose of our call, our staff will proceed with our "Patient Screening Questionnaire."

Although not exact, below is a sample of the type of questions that you can expect to be asked:



### Patient Screening Form

Patient Name: \_\_\_\_\_

	PRE-APPOINTMENT	IN-OFFICE
	Date: _____	Date: _____
Do you/they have fever or have you/they felt hot or feverish recently (14-21 days)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you/they having shortness of breath or other difficulties breathing?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you/they have a cough?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Any other flu-like symptoms, such as gastrointestinal upset, headache or fatigue?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you/they experienced recent loss of taste or smell?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you/they in contact with any confirmed COVID-19 positive patients? <i>Patients who are well but who have a sick family member at home with COVID-19 should consider postponing elective treatment.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you/they have heart disease, lung disease, kidney disease, diabetes or any auto-immune disorders?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you/they traveled in the past 14 days to any regions affected by COVID-19? (as relevant to your location)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Positive responses to any of these would likely indicate a deeper discussion with the dentist before proceeding with elective dental treatment.

- For testing, see the list of [State and Territorial Health Department Websites](#) for your specific area's information.

Positive responses to any of the questions will likely indicate a deeper discussion with the dentist before proceeding with any dental treatment.

We will inform you that these questions will be repeated upon arrival to your appointment, before entering our office.

**Please note:** If a parent or guardian is not immediately available, they will be instructed to call our office and speak to a staff member *prior* to the upcoming dental appointment.



## Patient Entry Protocol:

For Cobblestone Kids to practice appropriate social distancing measures, the following limitations will now be in place to assure that we have what is considered a “safe” number of people in the office at one time:

- Once you arrive at your child's dental appointment (from your vehicle or outside of the office), you will be instructed to "check-in" by either calling the office at (267)909-9551 or by sending the office a text message at (267)214-4143.

*Please note:* There is **no garage access** until further notice.

- A staff member will re-confirm any known COVID-19 symptoms or exposure.
- You will then be instructed to either remain outside or to proceed to a designated area of our office.
- Upon entering the office, you will be immediately directed to our “sanitizing station.”
- Only 1 parent/guardian will be permitted into the office during your child’s appointment time, regardless of the number of children who have appointments with our office that day. If your child(ren)’s dental appointment requires you to have more than 1 parent/guardian or caregiver present, prior arrangements must be made with our staff.
- 1 parent/guardian will be permitted to be present during any routine hygiene appointments. Once a parent/guardian accompanies their child to the “clinical area” during a hygiene appointment, we ask that you stay with your child for the duration of the appointment.
- No siblings will be permitted in the office unless they have a scheduled dental appointment for the same day.
- Everyone, age 13 & older, will be required to enter the office with a mask/cloth facial covering. For patients age 3 – 12 years, a mask/cloth facial covering is optional. For patients age 2 and younger, no mask/facial covering is necessary. *These requirements will be reevaluated as social distancing guidelines are updated.*
- To help eliminate cross-contamination, you will be required to dispose of all gloves before entering the office.



## Patient Exit Protocol:

- Upon completion of your child’s appointment, you will be instructed to exit the office in a timely fashion.
- Parents will be updated on any further recommended treatment, consent, and/or subsequent dental appointments needed via telephone call, email, or text message.
- Other than for routine hygiene appointments, parents/guardians will not be permitted access to the “clinical area” of the office. If your child is scheduled for a “treatment” appointment, all post-operative instructions will be given via email or text message. If you wish to speak with a doctor regarding your child’s treatment, doctors will complete all follow-up calls after office hours.
- All post-operative instructions will include a reminder to report any signs or symptoms of COVID-19 within the next 14 days.
- Our front desk will not be scheduling any appointments while you are in the office. Our staff will follow-up with each family to schedule any routine dental or treatment appointments via telephone, email, or text message.
- Payment will continue to be due on date of service, unless prior arrangements have been made. Our office has implemented a “no-touch” payment system. We can process payments via telephone for any known co-pays/deductibles that are due, prior to your child’s appointment. Our office will also be utilizing statements sent via email (Stripe) and text-to-pay options through a secure payment link (Weave).

## Appointment Modifications:

All routine, non-urgent appointments, are being rescheduled in the order in which they were originally scheduled to be seen.

Cobblestone Kids will now be open from 8 A.M. – 8 P.M. Following the recommendations of the ADA, AAPD, and CDC, our office will now have a “staggered” schedule. This will allow us to safely accommodate everyone, by reducing foot traffic and congestion associated with the simultaneous arrival and departure of both our patients and staff; however, because of this change in scheduling, preferred appointment times, such as early morning/late afternoon are limited. Although we will do our best to accommodate each scheduling request, we ask that you be flexible with our office during the upcoming months.



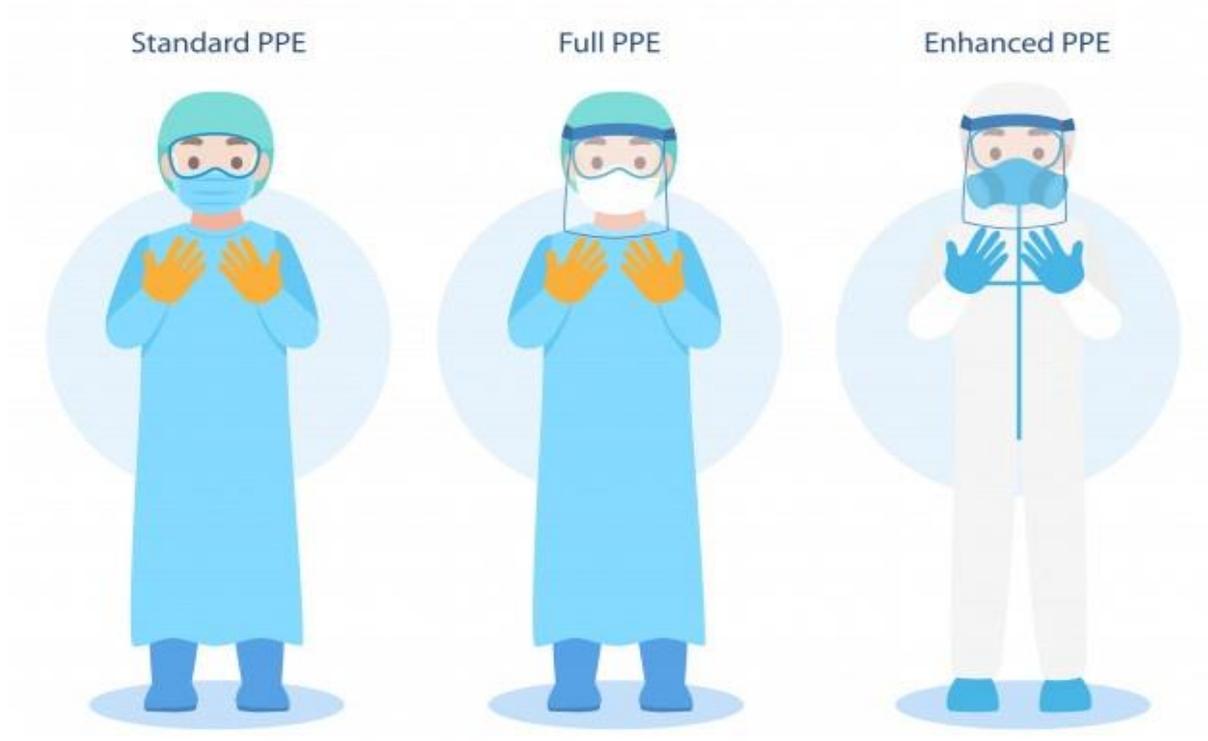
### Appointment Registration Procedures:

To help our staff prepare for your child's dental appointment, Cobblestone Kids will be asking that all medical forms, including all new patient paperwork and medical history updates, are submitted electronically to our office, no less than 48 hours prior to your child/children's scheduled appointment. This also includes any insurance policy updates. ***Our office will not verify any changes to your dental insurance policy on the day of your child's appointment.***

If you are unable to complete any forms electronically, our office will provide you with a copy of the forms to be completed on the day of your child's appointment, except for any new patient paperwork. Please do not bring any paperwork printed from outside of our office to your child's dental appointment.

### Protection Strategies:

Our goal is to protect our entire dental practice, including our staff as well as our patients. Therefore, you will notice changes in the appearance of our staff. All Cobblestone Kids staff members will now be required to wear the appropriate Personal Protective Equipment (PPE). You will now see both our clinical and administrative employees in face masks, and/or protective goggles or face shields, disposable gowns, and hair coverings (clinicians only).



### **Complex Medical Care/Compromised Immune Systems:**

Although our office is one of the safest places for your family to be, children with complex medical care needs and/or children, parents/guardians with compromised immune systems, should consult with their medical provider prior to scheduling with our office.

### **Infection Prevention Practices:**

All dental settings, regardless of the level of care provided, must make infection prevention a priority. Cobblestone Kids is equipped to observe Standard Precautions and other infection prevention recommendations contained in CDC's Guidelines for Infection Control in Dental Health-Care Settings. The following are some of the key measures our office is taking:

- Continuous development and maintaining of infection prevention and occupational health programs.
- Providing our staff supplies necessary for adherence to Standard Precautions (e.g., hand hygiene products, safer devices to reduce percutaneous injuries, personal protective equipment).
- Assigning one designated staff member trained in infection prevention responsibility for coordinating our program.
- Continuous development and maintaining of written infection prevention policies and procedures appropriate for the services that our office provides, based on evidence-based guidelines, regulations, and current standards.
- Systems in place for early detection and management of potentially infectious persons at initial points of patient encounter.

### **Contact Tracing (Patients):**

In our ongoing effort to adhere to the highest safety recommendations, Cobblestone Kids will be keeping a "Daily Screening Log." This daily log will be used to keep track of individual patient and staff contact throughout the office. If we receive notice that a patient and/or a parent/guardian who has been in our office has tested positive for COVID-19, this log will be used daily to identify people who may have been exposed to that individual(s) and encouraging them to self-quarantine for 14 days and seek medical advice if symptoms occur.



## Employee Screening:

Cobblestone Kids has also implemented a daily health screening check for all employees. Before entering the office, all employees will be asked if they are experiencing any of the following:

- Fever or feeling feverish (chills, sweating)
- Symptoms of acute respiratory illness
- Shortness of breath (not severe)
- Cough

If a member of our staff tests positive for COVID-19 the following steps will be taken:

- Once the diagnosis is confirmed, follow all medical recommendations, including quarantine for 14 days to monitor symptoms.
- Seek medical treatment immediately if symptoms worsen
- We will determine who may have had contact with the COVID-19 positive individual when they were in the office.
- We will conduct a risk assessment for any healthcare provider who was exposed to the individual with a confirmed case of COVID-19 so they can take steps, such as quarantining, seeking testing, and implementing any appropriate work restrictions as suggested by the CDC in its Interim U.S. Guidance for Risk Assessment and Public Health Management of Healthcare Personnel with Potential Exposure in a Healthcare Setting to Patients with Coronavirus Disease (COVID-19), to determine self-quarantine/work restrictions.
- Clean and disinfect environmental surfaces in the dental facility according to the guidance outlined in the CDC's Interim Infection Prevention and Control Guidance for Dental Settings During the COVID-19 Response.
- Ask the unaffected staff to seek testing and to keep the rest of the staff informed regarding the date tested, when they received results and what those results were, the progression of symptoms, any hospitalization, improvement, etc.
- Contact all patients who may have had contact with the COVID-19 positive individual to determine whether they're symptomatic. Recommend that they self-quarantine for 14 days and notify their physician if symptoms develop.



- Follow the recommendations of the CDC and the Pennsylvania Department of Health. Including the CDC's Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed Coronavirus Disease 2019 (COVID-19) in a Healthcare Setting.

**Thank you:**

Thank you for taking the time to review our COVID-19 reopening protocol. As the guidelines and recommendations change, please be assured that Cobblestone Kids will continue to update our policies. If you have any questions or concerns, please contact our office at (267) 909-9551 or at Hello@CobblestoneKids.com.

If you would like additional information please visit:

The American Dental Association at <https://www.ada.org/>

The American Academy of Pediatric Dentistry at <https://www.aapd.org/>

The Centers for Disease Control and Prevention at <https://www.cdc.gov/>

