

Update on Corona Virus Safety Measures

The Safety of Our Patients and Our Team is Our Top Priority

In response to patient concerns about office visits and dental care in light of the corona virus (COViD-19) pandemic, we are providing this update. At this time, we are keeping regular office hours and all scheduled appointments. We will post updates on any changes here.

We want to assure you that in addition to our normal protocol, we are taking extra precautions to prevent the spread of the corona virus. Under normal circumstances, SHOAL CREEK DENTAL CARE maintains the highest standard of Infection control protocols using the latest OS HA guidelines as well as the recommendations of the American Dental Association. In response to this crisis, we are also implementing COVID-19 infection control measures recommended by the Centers for Disease Control (CDC).

We request that in [he event you are experiencing cold or flu symptoms or are running a fever, cancel your appointment until you are symptom free and sure you haven't been exposed to corona virus, if you have traveled outside of the country or been exposed to a known COVID-19 Patient, please refer to the Patient Protocol detailed below for requirements to receive treatment.

To provide an additional measure of protection, we will be confirming that ALL patients regardless of risk do not have a fever prior to providing services to assure the safety of all. Team members will have their temperature taken prior to starting their shifts.

Infection Control Protocol to Prevent Corona Exposure and Transmission

Our Standard Infection Control Procedures

- Frequent hand washing/sanitation by all team members, regardless of whether or not they provide direct patient care
- Masks and gloves worn to form a protective barrier when providing treatment
- Adherence to the highest OS HA and CDC standards for sanitation of treatment rooms, rest rooms, other areas and sterilization of all equipment

Additional Precautions to Prevent Corona Exposure and Transmission

- Extra sanitation (more frequent) of practice areas, equipment, etc. much like what we do during flu season
- Team members taking extra care not to touch their faces
- Team members who are experiencing any symptoms of cold or flu, or who are running a fever are not reporting to work
- Every team member's temperature is taken to confirm no fever before starting their shift
- We are taking every patient's temperature prior to treatment to confirm no fever and advising anyone with a fever of 100.4°F or higher to see a Medical Doctor
- Requiring patients to cancel appointments if they have any cold or flu symptoms or a fever
- Patients who come to the practice visibly suffering from such symptoms or running a fever will be asked to reschedule their appointments implementing the Patient Protocol detailed below for those who are at high risk of COVID-19

Protocol For those Who Have Traveled Outside of the Country or Been Exposed to a Known COVID-19 Patient

- If you have traveled outside of the US OR been in close contact with someone who has a suspected or confirmed Coronavirus (COVID-19) case, the CDC is advising you to self-quarantine for 14 days. You must also contact your Medical Provider, or Health Department if you do not have a Health Care Provider, by phone for further instructions (see Important Numbers below).
- The CDC is recommending a voiding Cruise Ship Travel due to risk of infection to passengers and crew members related to the COVID-19 virus. If you have taken any cruise ship travel, contact your Medical Provider for instructions on whether a quarantine is necessary. If you do not have a Health Care provider contact the Health Department,
- If you have been exposed to someone with COVID-19 you must provide documentation from your Medical Provider stating that you are clear before we can treat you at the office.

Self-Quarantine Guidelines for Patients

- Quarantine means you stay in isolation from other people for a recommended period of time and do not leave your home or place of stay nor be in contact with other people.
- The 14-day quarantine begins the first day you return from travel abroad or you are no longer in contact with a COVID-19 patient. You must receive clearance from your Healthcare Provider as stated above to be able to be seen in our office.

Important Numbers & Links

- We will continue to monitor the latest updates on COVID-19 with our local and state health departments, and the CDC.
- Resources available if you have questions about COVID-19 include Florida Department of Health COVID-19 Call Center; 1-866-779-6121 Hours of operation are Monday to Friday 8:00 am to 5:00 pm or you can email COVID-19@flhealth.gov.
- For the latest updates on COVID-19, please visit the CDC website.