

# COVID-19 PREVENTION SAFETY PROTOCOLS

@ NABIL R. IBRAHIM B.D.S., D.D.S., PLLC

Our patients' and our staff's safety is our top priority at our dental office. We want to make sure that you feel comfortable and safe coming to your next dental appointment and well informed about the precautions our office is taking to prevent the spread of COVID-19.

The Massachusetts Department of Public Health, the CDC and OSHA issued safety policies and protocols that we put in place prior to reopening and that we are following rigorously and updating as new information about the ways this virus spreads becomes available. These changes affect all areas of operation of our office:

## NEW SAFETY MEASURES AND PROTOCOLS

- Dr. Ibrahim, his assistant and the hygienists will be wearing extra and upgraded Personal Protective Equipment. This includes an N95 mask, a face shield, head and shoe coverings in addition to all of the normal Protective equipment they have always worn.
- To reduce aerosol contamination, we have equipped each Operatory room with a Jade Air Filtration unit. These units, developed by the company Surgically Clean Air ([www.surgicallycleanair.com](http://www.surgicallycleanair.com)), are medical grade air purifiers which use a 6-stage filtration system including HEPA filters and kill germs and viruses with UV-C light.
- Limiting procedures and enhancing procedural protocol to reduce or eliminate airborne aerosols during all dental treatment. This includes the use of a pre-procedural rinse with hydrogen peroxide for all patients and eliminating the polishing step during your cleaning.
- Individual Operatory rooms are disinfected after every patient's treatment, including all surfaces, instruments, door handles, and equipment.
- Our front desk staff will be wearing masks and gloves.
- We have placed 2 plexiglass screens at the Front Desk.
- Our waiting room's look has changed. We have installed a Jade Air Filtration unit in that area as well. We have fewer chairs and will not be providing magazines or pamphlets.

- Regular cleaning and disinfection of door handles, counters, reception room area, restroom and all spaces where public interaction will occur is scheduled throughout the day.
- Hand sanitizer, as well as disinfected pens, are available at check-in and check-out. Please note that hand sanitizer is available throughout the office.
- Social distancing signs and COVID-19 information are spread out throughout the office.

### **NEW SCHEDULING STANDARDS:**

- Appointments will be staggered in order to minimize contact between patients.
- Appointment times have been increased to allow for a thorough disinfection of the treatment room in between patients.
- These two measures might mean that you will be offered fewer options to schedule your appointment and might be asked to come in at very specific times (such as five or ten minutes past the hour).

### **NEW CHECK-IN INSTRUCTIONS AND PROCEDURES:**

- Three days prior to your appointment, you will receive a text or email asking you to confirm your appointment and to fill out three forms by clicking on a link to our Patients' Forms webpage.
- The first is a COVID-19 screening form, which needs to be completed as soon as possible. This form is mandatory and required of every patient coming into the office. If you have symptoms of cough, respiratory distress or a fever you will be asked to reschedule your appointment. If you have been in close contact with a COVID-19 patient or have traveled out of state or out of the country recently, we will ask you to reschedule your appointment as well. You will need to fill out this form prior to every appointment.
- The two other forms are a Medical History Form and an Insurance Update Form. Please note that you will only need to fill these out once.
- To further avoid paper manipulation we will kindly ask you to settle your bill over the phone the day prior to your appointment, if possible.
- Arrive at your appointment wearing a face mask. Wearing a mask is mandatory in our building and in our office.
- Make sure to come alone unless you need assistance or you are a parent bringing a minor to his/her appointment. To adhere to social distancing rules, we can only have 3 persons in the waiting room at the same time.
- Leave personal belongings in your car.

- Please wait in your car until 5 minutes prior to your appointment. You can also opt to call us from your car when you are here and we will let you know when the doctor or Hygienist are ready to see you. If your appointment is the first one scheduled in the morning (8:15am) or afternoon (2:00pm) our office may still be closed. We will open the door as soon as we are ready. There is a waiting area at the entrance of the building.
- Once in the waiting room, you will be given a consent form to sign. Your temperature will be checked with a touchless infrared thermometer. You will be asked to sanitize your hands prior to taking your oxygen level. And then it is off to the Treatment room where you can expect the same gentle, professional and concerned care you have always gotten.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call our office at 781-729-1159 or visit our website at [www.nabilibrahimdds.com](http://www.nabilibrahimdds.com).

On behalf of all the staff, we thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends to the office.

Dr. Ibrahim and Staff