

COVID-19 OFFICE POLICIES

What the "New Normal" Will Look Like:

- Our clinic will operate a restricted schedule. Everyone is asked to show up solo to ensure social distancing parameters. If parents want to be in our office during their children's procedures, you will be mandated to stay in the room your child is being seen in. If you have multiple children being seen at the same time, you will have to pick one room to stay in for the entirety of all appointments.
- If someone is accompanying you to your visit, we will ask them to wait in the vehicle while you are being seen for your appointment.
- We will have a consent form and a questionnaire form that will need to be signed by all patients as you walk into the office at every appointment. If you are able to, we ask that you print and fill out the forms on the day of your appointment so they are current. You can either scan and email us your completed forms on the day of your appointment or bring them in with you filled out. The consent and questionnaire forms can be found on our website www.kruckmanfamilydentistry.com under the Patient Info tab.
- Using a non-contact thermometer, we will take all patient's temperatures. If your temperature is above 100 degrees F, you will be asked to reschedule your visit.
- All office staff will be wearing masks and gloves throughout the day. Additionally, all clinical staff will also be wearing hair coverings, face shields and lab coats. While we love the personal connection of talking with our patients without face coverings on, the current mandate requires us to keep on PPE at all times.
- There will be air filters in all rooms to help with additional filtration during appointments.
- We will have markings on the floor of where to stand while checking in, waiting to be called back for your appointment and checking out of our office to follow the 6 feet social distancing parameters.
- All chairs have been removed from the waiting room to promote social distancing and to remove any potential surface contact. Please refrain from touching anything unnecessary while waiting to be called back for your appointment.

Your Role:

- Please arrive on time for your appointment. If you happen to arrive more than a few minutes early, we ask that you wait in your vehicle to promote social distancing.
- Please use the hand sanitizer at the front desk when you arrive.
- **All patients MUST wear a face covering while in our office.** Please make sure to bring your mask with you and have on before entering the building.
- There will be multiple patients in our office at the same time. Please be cognizant of the 6 feet rule while checking in and checking out. We will have markings on the floor to help guide you with this.

Our Role:

- We will be continuing to sanitize all areas of the office including the waiting room common surfaces such as door handles and countertops before and after patients enter and leave the office.
- We have removed all chairs, magazines, children's books and toys from the waiting room, water bottles from the fridge, our Keurig coffee station, and all paper products from the operatories to follow all guidelines.
- We will NOT be charging any fees for missed appointments during this time if they are related to any symptoms of illness or COVID-19.

Everyone's Role:

- Please contact our office and DO NOT come to your appointment if you are experiencing symptoms of illness or have been in close contact with someone experiencing symptoms of illness. Coming into our office at any time with any symptoms of illness poses a risk to our patients, our staff and our community.
- **PLEASE DO NOT TOUCH YOUR FACE OR PLACE YOUR FINGERS IN YOUR MOUTH WHILE YOU ARE IN OUR OFFICE.** We do understand that you may want to show us your dental issue, however, we do not need you to touch your mouth for us to assess the issue.
- Keep washing your hands.

INSURANCE UPDATE

Due to the COVID-19 pandemic, many people have had a change in their work status. Your work status may affect your dental insurance policy. It is your responsibility to confirm that your dental benefits are still active and effective before coming to your dental appointment. We are not responsible for denied claims due to a patient's insurance policies not being active at the time of their appointment. If you are not actively working or do not have a full-time status at your place of employment, please contact your insurance company to confirm that your policy is still effective and active at this time. If your policy is not active and you are not wanting to pay for your visit in full, please contact our office to reschedule your appointment to a future date.

We are looking forward to seeing you all! If you have any questions or concerns regarding your upcoming appointment, please don't hesitate to contact us at 952.679.4461 or by email at dentist@kruckmanfamilydentistry.com.