

Updated May 28, 2020

Changes to Our Safety Procedures

With “safety first” as our goal, UTSD has implemented several changes in our processes and safety procedures as we reopen our clinics. As we welcome you back, here is what you can expect:

COVID-19 Screening: Before scheduling your appointment, we will review a series of COVID-19 screening questions with you. When you arrive for your appointment, you will be screened again with questions and a temperature check. We ask patients to come alone, if possible, and leave personal items at home or in the car before entering the building.

Scheduling: We have spaced out the schedule so that providers will treat only one patient at a time. We have also scheduled time for enhanced infection-control measures between patient visits.

Visitor Restrictions: Visitors/companions are not allowed in the building, except for the following situations: Minor patients and adults with special needs requiring assistance may have one visitor/companion accompany them to the appointment.

Visitors/ companions will need to wait in the socially distanced waiting area or outdoors during treatment. All visitors/companions will also be screened prior to entering the building.

Face Masking: We require all employees, patients, and visitors to wear a mask while they are with us.

Physical Distancing: We have rearranged our clinics and internal spaces so that patients, faculty and staff can maintain appropriate physical distance. Even when physical distancing is not possible, the use of masks and frequent hand hygiene provide some protection.

Treatment Providers and Clinics: Until we know more about the behavior of COVID-19 in a dental setting, we will not be treating patients in certain clinical areas, and students will not be providing care. We have reconfigured clinical spaces to maximize their use while maintaining a safe environment. This means you will likely be treated in a clinical space that is different from where you are usually seen. All treatment will be provided by resident and faculty dentists. You may be treated by someone different than your usual provider.

Safety Protocols: We have measured air flow, turnover, and directionality in all of our clinical spaces. We have installed portable HEPA filters and Plexiglas barriers where needed. You may notice that we will be using suction more than in the past, and we will be wearing more personal protective equipment than usual. We will also ask you to wash your hands before and after the procedure and rinse with hydrogen peroxide immediately before treatment.

Cleaning Protocols: We use disinfectants approved by the Environmental Protection Agency (EPA) for killing the novel coronavirus. In addition to our usual disinfection and sterilization protocols, we are cleaning our high-touch areas inside and outside of the treatment area on a frequent basis.

Follow-Up: You will be asked to report to us daily for 14 days after your procedure, in case any symptoms indicative of COVID-19 have arisen.