



CITY ENDODONTICS P.L.L.C.

Dear Colleagues,

Thank You for entrusting *City Endodontics* with your emergency needs during these challenging times.

*City Endodontics* stands united with you as we aim to be triumphant during this sobering new reality. Everyone's safety and well-being is of the utmost importance to us during the *COVID-19 crisis*. We write to inform you of our current and expected return to work best practices as defined by the AAE's and the ADA's updated guidelines and recommendations for considerations of care.

As we anticipate a return to work in the coming weeks, *City Endodontics* continues to follow the ADA recommendations ***limiting care to emergency/urgent dental treatment***

Please be advised that our office hours have changed on the basis of demand for our services:

- Phones open for scheduling/Teledentistry screenings ***Mon-Fri 10am-4pm***
- In office management of emergency cases ***Mon, Wed, Fri 10am-3pm***

If you or your patients are in pain and in need of immediate care, please call our office:

***212-725-2573*** or email us [city@nycityendodontics.com](mailto:city@nycityendodontics.com) as we work to provide our community with safe treatment options.

*City Endodontics* continues to update our sanitation policies, and office safety protocols based upon Guidance from the CDC which categorically includes but is not limited to the following:

- ***Guidance on pre-appointment screening***
- ***In-office patient registration procedures***
- ***Reception area preparation strategies***
- ***Chairside Safety***
- ***Staff/patient protection strategies***
- ***Updating our PPE accordingly as evidence becomes available***

We are here to support you and will play our part to fight the spread of the novel Coronavirus. If you need more support or clarification, please reference our *City Endodontics* COVID-19 safety protocol and recovery plan by visiting [www.nycityendodontics.com](http://www.nycityendodontics.com) .

In Safety and Wellness,

Dr. Marcus Johnson and the *City Endodontics* Team



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## Return to Work Guidelines

### Phase 1-Current – June 1st, 2020

Dentists may perform Emergency/Urgent Care Procedures Only.

### Phase 2- June 1-15, 2020

Dentists may perform Essential Services Only pursuant to the ADA Guidelines of Essential vs. Non-Essential Dental Procedures (attached).

### Phase 3- June 15-30, 2020

Dentists may perform Non-Essential Services for Low-Risk Patients Only pursuant to the ADA Guidelines of Essential vs. Non-Essential Dental Procedures as well as defined by the NYSBDE COVID-19 Protocols (attached).

### Phase 4- Beginning July 1st, 2020

Dentists may perform Essential and Non-Essential Services for all Patient Categories.

\*Please note- This phase-in protocol can be extended or alleviated by Board Action pursuant to any New York Department of Health or NY Governor's Office request or mandate.

# What Constitutes a Dental Emergency?

CityEndodontics recognizes that state governments and state dental associations may be best positioned to recommend to the dentists in their regions the amount of time to keep their offices closed to all but emergency care. This is fluid situation and those closest to the issue may best understand the local challenges being faced.

## DENTAL EMERGENCY

This guidance may change as the COVID-19 pandemic progresses. Dentists should use their professional judgment in determining a patient's need for urgent or emergency care.

Dental emergencies **are potentially life threatening and require immediate treatment to stop ongoing tissue bleeding, alleviate severe pain or infection, and include:**

- Uncontrolled bleeding
- Cellulitis or a diffuse soft tissue bacterial infection with intra-oral or extra-oral swelling that potentially compromise the patient's airway
- Trauma involving facial bones, potentially compromising the patient's airway

Urgent dental care **focuses on the management of conditions that require immediate attention to relieve severe pain and/or risk of infection and to alleviate the burden on hospital emergency departments. These should be treated as minimally invasively as possible.**

- Severe dental pain from pulpal inflammation
- Pericoronitis or third-molar pain
- Surgical post-operative osteitis, dry socket dressing changes
- Abscess, or localized bacterial infection resulting in localized pain and swelling
- Tooth fracture resulting in pain or causing soft tissue trauma
- Dental trauma with avulsion/luxation
- Dental treatment required prior to critical medical procedures
- Final crown/bridge cementation if the temporary restoration is lost, broken or causing gingival irritation
- Biopsy of abnormal tissue

Other urgent dental care:

- Extensive dental caries or defective restorations causing pain
  - Manage with interim restorative techniques when possible (silver diamine fluoride, glass ionomers)
- Suture removal
- Denture adjustment on radiation/ oncology patients
- Denture adjustments or repairs when function impeded
- Replacing temporary filling on endo access openings in patients experiencing pain
- Snipping or adjustment of an orthodontic wire or appliances piercing or ulcerating the oral mucosa

## DENTAL NON EMERGENCY PROCEDURES

Routine or non-urgent dental procedures includes but are not limited to:

- Initial or periodic oral examinations and recall visits, including routine radiographs
- Routine dental cleaning and preventive therapies
- Orthodontic procedures other than those to address acute issues (e.g. pain, infection, trauma) or other issues critically necessary to prevent harm to the patient
- Extraction of asymptomatic teeth
- Restorative dentistry including treatment of asymptomatic carious lesions
- Aesthetic dental procedures

# **NYSBDE COVID-19 Protocols**

## **To be in effect until further notice**

### Definitions:

1. Based on the CDC those at high-risk for severe illness from COVID-19 are:

- People 65 years and older
- People who live in a nursing home or long-term care facility

People of all ages with underlying medical conditions, particularly if not well controlled, including:

- People with chronic lung disease or moderate to severe asthma
- People who have serious heart conditions
- People who are immunocompromised

\*Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications

- People with severe obesity (body mass index [BMI] of 40 or higher)
- People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease

2. "High Risk Staff" member for severe COVID-19 complications: Staff/Provider is >65 years old and/or has known conditions that can exacerbate a potential COVID-19 infection. Or, Staff/Provider who is otherwise considered low risk, but who lives with, or directly cares for, someone in the high-risk category.

3. "Low Risk Staff" and "Low Risk Patient" are anyone not directly falling into the above two categories and are not living closely with, or directly cares for, someone who falls within the above categories.

The CDC Guidelines for increased risk of severe complications due to COVID- 19 are to be used for determining patient and staff risk factor status. [https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19- What- You-Can-Do-High- Risk.pdf](https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-What-You-Can-Do-High-Risk.pdf) [cdc.gov]

## **PRE-VISIT**

Utilize Teledentistry or phone for patients of record for consultations and to screen them for care.

If possible, send patient forms to be completed and returned by email, text, or other digital means prior to arranging an appointment including CDC recommended COVID-19 survey.

Ask patients to thoroughly brush their teeth prior to the meeting.

## **VISIT**

1. Scheduled patients are instructed to remain in their vehicle and call or text the dental office upon arrival in the parking lot.

2. Once the treatment area is prepared to seat the patient, the patient will be met by a team member wearing a mask and gloves for a screening process. This process will include asking the CDC COVID-19 PATIENT DISCLOSURE questions, taking their temperature (less than 100.4), assessment of cough, previous COVID-19 exposure, or presence of any other infection. If any symptoms are present, the patient should not exit their car and be referred to a physician or to contact the local hospital emergency room to be evaluated ASAP. If they check out OK escort them in. Only the scheduled patient (or one parent if patient is a minor) will be allowed into the office for the appointment.

3. ALL PATIENTS MUST STOP AT CLEANING STATION where they will sanitize their hands before being taken back to the treatment room. ALL PATIENT BELONGINGS MUST GO BACK TO TREATMENT ROOM WITH THEM.

4. NO USE OF THE RECEPTION ROOM WILL BE ALLOWED AT ANY TIME FOR PATIENTS WAITING FOR TREATMENT. THE ONLY EXCEPTION WILL BE FOR PATIENTS WHO ARE RECOVERING FROM IV ANESTHESIA AND WAITING FOR THEIR RIDES HOME TO ARRIVE.

5. No documented evidence exists at this time to support the pre-procedural rinses to reduce the transmission of the COVID-19 virus.

\*\*\*As soon as patients are in the treatment room, if the patient is able, have them rinse for 60 seconds with at least 1% hydrogen peroxide or 0.2% povidone prior to seeing them.

## **IMPLEMENTATION**

1. Clinical team members will wear clean scrubs, disposable or reusable cloth gowns when working. All team members will wear Level 3 or N95 masks, a face-shield, and gown for any procedure that involves an aerosol. Procedures such as a hygiene check will only require a Level 1 mask with gloves and a gown.
2. If you opt to use an N95 (or KN95) mask, they may be used repeatedly, by wearing a surgical mask over the N95. Your N95 can be stored in a paper bag with your name on it for 48 hours which will allow enough time for the virus to die.
3. Professional judgement is essential in aerosol-creating procedures. The use of Isolite or rubber dam with HVE under ALL aerosol creating situations is highly recommended. If a patient is unable to tolerate the Isolite or rubber dam with HVE, they will be reappointed to be seen with an anesthesiologist, or prescription relaxation medication.
4. Hygiene: ALL hygiene patients shall be treated with hand-scaling only.
5. HVE & AEROSOLS: Techniques for assistants holding the suction, the angle and positioning the suction are all meant to capture the spray or aerosol and vacuum it away before it has a chance to escape the oral cavity.
6. OPERATORY PRE-PREP: procedure set up in the operatory needs to be timely, prior to patient's visit obviously, but not left out for hours to allow room aerosols to settle on the exposed instruments and cassettes. Therefore, room set up should be completed as close to the patient's visit time as possible, or draped/covered if there's a waiting time between setup and the actual appointment time. In addition, all counters shall remain clean of any items or those items need to be covered with disposable plastic wrap to prevent any potential contamination from aerosols.
7. Face shields and Safety glasses: Face shields are required for all procedures that produce an aerosol. Safety glasses are appropriate in non-splatter situations. Both face shields and safety glasses should be cleaned between patients.
8. Isolation gowns: disposable isolation gowns or cloth gowns that can be laundered shall be available for use under high aerosol situations. In non-splatter situations, gowns may be worn more than once. The gowns should never leave the treatment room, nor be worn to the front of the office.
9. The Admin team member will wear a mask and disposable gloves. This will prevent potential cross contamination to other areas of the office. If a patient has to sign a document, the pen must be sanitized once it has been used. If the patient presents a credit card for payment, the credit card will be sanitized before and after use.

10. Patient Dismissal & Scheduling Next Appointment: ONLY 1 PATIENT AT A TIME AT FRONT DESK CHECK OUT AREAS. Once treatment is completed hold them in the treatment room. Notify the front desk that you would like to have them checked out. When advised it is safe, bring them to the front desk. FRONT DESK TEAM MEMBERS MUST WEAR FACE MASK WHEN DEALING WITH PATIENTS. Credit card machines should be covered with disposable plastic wrap and wrap should be changed if a patient touches the plastic wrap. If a pen is used it should be wiped with a disinfectant.

11. Check out areas should be sanitized with disinfecting wipes prior to seeing the next patient.

12. All front admin computer workstations should be wiped off with disinfecting wipes at the beginning of each day, and at any time where you feel necessary.

13. All treatment room workstations should be wiped off at the end of each appointment and prior to seeing the next patient.

14. Dental Chairs and treatment rooms will be sanitized after each patient.

## **APPOINTMENT SCHEDULING GUIDELINES**

1. Routine Dental Hygiene appointments shall be long enough to allow proper disinfection between appointments.

2. If 2 hygienists are scheduled to work, then one hygiene patient should be scheduled on the hour and another should be scheduled on the 1/2 hour. This will help keep front desk traffic to a minimum.

3. Consultations will occur in the treatment rooms for the foreseeable future to prevent cross contamination. Any display items used in the consultation will be sanitized and disinfected at the end of the appointment and prior to being stored or used again.

4. With social distancing required and no use of the waiting room, offices must limit the number of patients in the office at any time. This will result in seeing less patients during the day. It will not be possible to double book patients since PPE use dictates that staff and clinicians cannot leave the treatment room until treatment is complete.

## **SOCIAL DISTANCING GUIDELINES**

1. Patients should ALWAYS be kept at least 6 feet from other patients and/or team members unless team members are wearing appropriate PPE. This means that when moving through the office, every staff member should wear a mask.

2. Team members should social distance themselves in the break room and maintain a minimum of 6 feet from each other. Lunches/breaks should be staggered to accommodate these guidelines.

## **PATIENT PROTECTION**

1. No team member will be allowed to work unless their temperature is less than 100.4 degrees or any other symptoms of COVID-19.

2. No patients or any other persons will be allowed into the reception room at any time.

3. Patients will be brought into the office by a team member one at a time following appropriate PPE and screening guidelines.

4. All equipment, chairs, etc., will be cleaned and sanitized before each patient is seated.

5. No reading materials will be provided to patients. Patients may bring in their own reading material and it must be kept on their person or with their belongings at all times. Any area in the treatment room or the office that has been touched by the patient's personal belongings will be sanitized and disinfected.

6. Any bathroom in the office will be sanitized by the team after each use.

7. Dental health care personnel should change clothes at the office to avoid contamination going home to your family or coming into the clinic setting.



## COVID-19 PANDEMIC - PATIENT DISCLOSURES

This patient disclosure form seeks information from you that we must consider before making treatment decisions in the circumstance of the COVID-19 virus.

A weak or compromised immune system (including, but not limited to, conditions like diabetes, asthma, COPD, cancer treatment, radiation, chemotherapy, and any prior or current disease or medical condition), can put you at greater risk for contracting COVID-19. Please disclose to us any condition that compromises your immune system and understand that we may ask you to consider rescheduling treatment after discussing any such conditions with us.

It is also important that you disclose to this office any indication of having been exposed to COVID-19, or whether you have experienced any signs or symptoms associated with the COVID-19 virus.

	Yes	No
Do you have a fever or above normal temperature?	<input type="checkbox"/>	<input type="checkbox"/>
Have you experienced shortness of breath or had trouble breathing?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a dry cough?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a runny nose?	<input type="checkbox"/>	<input type="checkbox"/>
Have you recently lost or had a reduction in your sense of smell?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a sore throat?	<input type="checkbox"/>	<input type="checkbox"/>
Have you been in contact with someone who has tested positive for COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>
Have you tested positive for COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>
Have you been tested for COVID-19 and are awaiting results?	<input type="checkbox"/>	<input type="checkbox"/>
Have you traveled outside the United States by air or cruise ship in the past 14 days?	<input type="checkbox"/>	<input type="checkbox"/>
Have you traveled within the United States by air, bus or train within the past 14 days?	<input type="checkbox"/>	<input type="checkbox"/>

I fully understand and acknowledge the above information, risks and cautions regarding a compromised immune system and have disclosed to my provider any conditions in my health history which may result in a compromised immune system.

By signing this document, I acknowledge that the answers I have provided above are true and accurate.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

# COVID-19 PANDEMIC EMERGENCY DENTAL TREATMENT NOTICE AND ACKNOWLEDGEMENT OF RISK FORM

Our goal is to provide a safe environment for our patients and staff, and to advance the safety of our local community. This document provides information we ask you to acknowledge and understand regarding the COVID-19 virus.

The COVID-19 virus is a serious and highly contagious disease. The World Health Organization has classified it as a pandemic. You could contract COVID-19 from a variety of sources. Our practice wants to ensure you are aware of the additional risks of contracting COVID-19 associated with dental care.

The COVID-19 virus has a long incubation period. You or your healthcare providers may have the virus and not show symptoms and yet still be highly contagious. Determining who is infected by COVID-19 is challenging and complicated due to limited availability for virus testing.

Due to the frequency and timing of visits by other dental patients, the characteristics of the virus, and the characteristics of dental procedures, there is an elevated risk of you contracting the virus simply by being in a dental office.

Dental procedures create water spray which is one way the disease is spread. The ultra-fine nature of the water spray can linger in the air a long time, allowing for transmission of the COVID-19 virus to those nearby.

You cannot wear a protective mask over your mouth to prevent infection during treatment as your health care providers need access to your mouth to render care. This leaves you vulnerable to COVID-19 transmission while receiving dental treatment.

I confirm that I have read the Notice above and understand and accept that there is an increased risk of contracting the COVID-19 virus in the dental office or with dental treatment. I understand and accept the additional risk of contracting COVID-19 from contact at this office. I also acknowledge that I could contract the COVID-19 virus from outside this office and unrelated to my visit here.

I have read and understand the information state above:

Signature \_\_\_\_\_

\_\_\_\_\_ Date

Witness \_\_\_\_\_