



## R. August Lagemann, DDS

Family Dentistry

The health and safety of our patients and staff have always been a top priority at Lagemann Family Dentistry. We continue to practice the highest standards of infection control and are always striving to improve. In light of this pandemic, some of our office protocols have been modified in order to maintain social distancing and promote health and safety for everyone that steps into our office.

### **BEFORE YOUR APPOINTMENT**

- Appointments are scheduled to allow for social distancing between patients. This might mean that you are offered fewer options for scheduling your appointment.
- Our office will communicate with you within 48 hours before your appointment to ask some questions using a COVID-19 screening form.
  - These screening questions include asking if you have any flu-like symptoms, recent exposure to someone with COVID-19, or recent travel.
  - You may be asked to reschedule your appointment if we feel it is necessary.
- No visitors will be permitted inside the office at this time unless completely necessary. Please plan accordingly.
- Please brush your teeth before you arrive at our office, we have temporarily removed disposable toothbrushes from the restroom.
- Please bring a mask. According to the California guidelines, masks must be worn by all persons while inside the office.
  - You will need to remove your mask before your procedure and place it back on at the end of your appointment.

### **CHECKING IN**

- On the day of your appointment, a member of our office will greet you outside of the office, take your temperature, and ask you the same screening questions one more time.
- Please call the office when you arrive so we can ensure social distancing during check-in.
- We will offer hand sanitizer to you upon entrance to the office.
- You may wait in our waiting room if necessary, as long as you wear a mask and maintain 6 feet distance from others.

### **DURING YOUR APPOINTMENT**

- You will be asked to use a pre-rinse at the beginning of your dental appointment.
- Some dental procedures, including dental cleanings, have been temporarily modified to help reduce aerosol production.

## **CHECKING OUT**

- In order to allow for social distancing and minimize the number of people inside the office, please allow us to help you with your questions or concerns over the phone or by email.

## **BEHIND THE SCENES**

- Our staff members have daily temperature checks and symptom monitoring. Any staff members with flu-like symptoms will be sent home.
- Our staff members are provided with and trained to use appropriate personal protective equipment (PPE) based on the new CDC recommendations.
- Air purifiers with HEPA filters have been installed in the office. The air is completely turned over every 15 minutes.
- We have temporarily removed all books and magazines and some chairs in the waiting room area to help minimize high contact areas and allow for social distancing.
  - Waiting rooms and common areas are disinfected frequently.
- Sneeze guards have been installed around the front desk.

The modifications we have made are based on infection control recommendations by the American Dental Association, the U.S. Centers for Disease Control and Prevention, California Department of Public Health, and the Occupational Safety and Health Administration. We are following these agencies closely so that we are up to date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to the recommendations.

These changes may seem overwhelming and your next dental visit may look and feel a little different. Just know we have made these changes to protect our patients and staff. We value your trust and loyalty and look forward to having you back to our office. Please let us know if you have any questions or concerns.

Dr. R. August Lagemann, Dr. Sarah Murray, and Staff