

# Dental Appointments and COVID-19: What has changed?

COVID-19 has altered the way many businesses operate, and dental practices are no exception. In fact, offices are taking extra precautionary measures to ensure you and your family (as well as their staff) remain safe and healthy. Here are some things you may notice when you attend your next dental appointment.



You may need to wait in your car before your appointment time



You may be asked screening questions or to take your temperature before entering the building



Many offices will require you to wear a mask (if you have one, bring it with you)



You may be asked to come to the office alone, unless you are attending to a child or dependent



Waiting rooms may have fewer chairs and no magazines or toys, and you may see additional dividers or Plexiglas® throughout the office



You may be asked to wash your hands or use sanitizer before entering treatment rooms



Staff may be wearing additional personal protective equipment (PPE), such as face shields, masks, gowns, or head coverings



Treatment may be modified to reduce the amount of aerosols created (i.e. the hygienist may hand-polish your teeth instead of ultrasonic cleaning)



Your appointment may take longer than usual, as stricter guidelines have been set for sanitization and other measures

*Please note: you should never be charged an additional fee for any Personal Protective Equipment (PPE) or infection control procedures when receiving care from a Delta Dental network provider. **Infection control and PPE are considered part of and included in the fee for the complete service** and therefore is not billable separately to you, the patient. If you experience issues with charges for PPE, please contact our customer service representatives at **800-236-3712**.*