




Dr. Paul Sauchelli
dmdjd@mac.com

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DentistCare
 **PROASSURANCE.**
Treated Fairly

When it's time to re-open your office, a few suggestions


DISCLOSURES



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Office Closure Mandates / Coverage Issue

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When it's time to re-open your office, a few suggestions



The Headlines

"How COVID-19 may change visits to the dentist's office"

"Reopening dentist offices"

"Dentist offices will have new safety measures in place when reopening"

"Your next trip to the dentist is going to look different"

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When it's time to re-open your office, a few suggestions



1. When?
2. Manage and Prepare Staff
3. Preparing your Physical Office locations
4. Patients



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When it's time to re-open your office, a few suggestions



□ When?

- Monitor State, Local and Federal Law-what are the conditions?
- Cash flow situation / accumulate cash, uncertainty.
- Are you ready?



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When it's time to re-open your office, a few suggestions



Staff

- Call a meeting, address fears and concerns.
 - ▶ Who is ready willing and able to return.
 - ▶ Layout your new SOP.
 - ▶ Health disclosures, monitoring.
 - ▶ OSHA – General Duty Clause.



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When it's time to re-open your office, a few suggestions



Physical Office Spaces

- Supplies/Vendors
- EHR system check
- Cleaning/removing
- Upgrades:
 - Cubicle barriers



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When it's time to re-open your office, a few suggestions



Patients

- ▶ Patient Communication review
 - ▶ Web portal messaging
 - ▶ EHR system / upgrades
 - ▶ Messaging generally
 - ▶ Person-person calls/Triage
 - ▶ Empathize with your patients and staff



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When it's time to re-open your office, a few suggestions



Patients

Scheduling

- ▶ Enhanced screening/disclosure for COVID-19
 - Patient disclosure form/questionnaire
 - Consent
 - Longer appt's / more spread out / expand hours
 - Urgency of the treatment needed
 - › Co-morbidities of the patient



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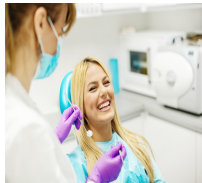
When it's time to re-open your office, a few suggestions



Patients

Patient arrival protocols

- Wait in the car
- Entrance control
- Escort to treatment room
- Closure of reception area
 - › Implement enhanced remote business office procedures



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When it's time to re-open your office, a few suggestions



Patients

Treatment

- Minimize aerosols
- HVE suction in hygiene
- Barriers for treatment room
- Face shields
- Rubber dams



- ▶ Patient's with Active COVID-19?

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When it's time to re-open your office, a few suggestions



► **Opening/Closing Procedures**

- Rigorous cleaning and disinfecting, concentrating on frequently touched surfaces, and exam rooms.
- Change of clothing procedures



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When it's time to re-open your office, a few suggestions



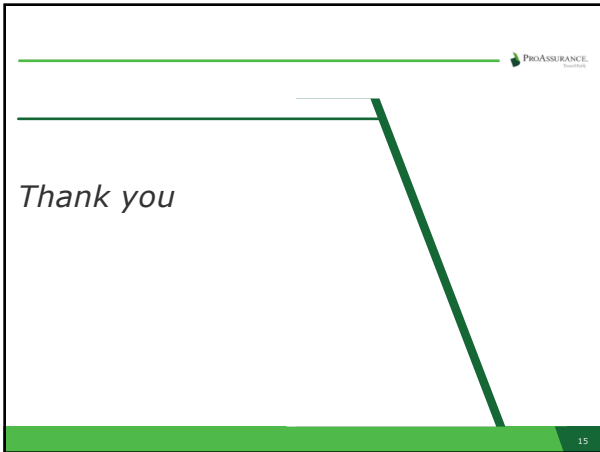
► Start slow, instill confidence in your patients and staff that you are in command of the situation; doing everything REASONABLE to protect your patients, staff, and the community at large from this virus.




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QUESTIONS

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Thank you



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