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— ALL HEART DENTISTRY —

ALL HEART DENTAL HEALTHY AT WORK PLAN

As a community we have been through very unprecedented times. The COVID-19 Pandemic has affected every facet of our economy and lives. We know that COVID-19 will be with us for forever, now. We will have to manage multiple outbreaks and resurgences as we move from Healthy At Home into Healthy At Work. It is crucial that all members of our Team and our patients understand and follow these guidelines as we move forward with a plan to protect everyone.

Standard Precautions and Guidelines:

- Each employee will fill out a COVID-19 screening form, have temperature checked and voluntarily complete contact tracing at the beginning of each work day. All Heart will keep these forms on file and discard after 30 days.
- Employees will not come to work if they feel ill or experience common symptoms of COVID-19 (see screening sheet).
- Once cleared, employees will change from street clothes into provided scrubs. Scrubs will be gathered at AllHeart and laundered.
- The main entrance of All Heart will remain locked. At this time, and until further notice, ONLY EMPLOYEES and PATIENTS WITH SCHEDULED APPOINTMENTS may enter the facility. Signs will be posted on the door and at designated parking spots for patients to remain in their vehicles upon arrival and notify the AllHeart Team via phone call or text.
- All Heart employees and patients will wear face coverings or masks while inside the premises.
- All Heart employees will work to maintain safe distances while working. All work stations are spaced more than appropriately from one another. You may remove your face covering or mask only if you are working with exceptional distance between yourself and co-workers. You must follow proper hand hygiene throughout the workday with or without your face



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covering or mask.

- If an AllHeart employee is on the phone, he or she may remove one side of their mask to be able to talk better. All phones and commonly touched items need to be disinfected multiple times throughout the day.

- AllHeart employees will be washing their hands frequently and applying hand sanitizer in between hand washings to maintain a clean environment. This is consistent with what we have always done.

-The AllHeart Team members will diligently clean operatories, laboratories and common areas of the office routinely and we will have the entire office sanitized as needed to maintain the security that we are doing the very best to prevent an outbreak on our watch.

- HYPERHEPA filters are being installed in all treatment rooms, consult room, and front office areas. These will be maintained and monitored daily. They should be running 24/7.

- The AllHeart Front Office Team members will be sanitizing commonly touched surfaces every hour, on the hour from main building entrance to the back door.

- We have adjusted our patient volume to make sure we maintain adequate social distancing and reduce the common space shared by patients.

- We will utilize one room at a time leaving the most recent room to be sanitized before using it again. The AllHeart Front Office Team may need to assist in turnover and sanitizing.

- We may utilize the consult room with the door closed as necessary.

- Until further notice, the front office restroom will be for patients only. The back office restroom will be exclusively used for AllHeart Team members.

- All AllHeart employees will complete a thirty second diluted hydrogen peroxide mouth rinse three times per working shift and disposed of appropriately.

- All AllHeart patients will complete a thirty second diluted hydrogen peroxide mouth rinse at the beginning of their appointment. The patient's mask must be reapplied except for during



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examination and treatment.

- When the patient arrives, they will alert the AllHeart Front Office Team via text or phone call.

The patient will remain in their vehicle until told otherwise. An AllHeart Team Member will meet them at their vehicle in goggles, mask, gloves and iPad to perform temperature check and consent forms. The AllHeart Team Member will review screening questions and consent forms. Verbal consent will be given and the team member will write VERBAL on the consent form and proceed. The patient will have no direct contact with the paper and clipboard. Once completed the patient will be escorted to the office where the team member will open all doors for them. The patient will be asked to use hand sanitizer once in the building. The AllHeart Team Member will then escort them to their designated treatment room. Additional consents and forms may be reviewed in the treatment room and signed VERBAL and written in chart that physical signature was not possible because of the COVID-19 Pandemic.

- In the event of rain or inclement weather, the patient may meet the AllHeart Team Member in the lobby outside of the entrance to our office.

- Patients will be advised verbally, in writing in the form of a letter, text message or email of our new protocols for their protection and understanding.

- Food and drinks are prohibited from common areas and limited to the AllHeart Team Lounge. A closed container is acceptable at your workstation.

- If a patient needs assistance to get into and out of the dental office, two AllHeart Team Members may help or a caregiver can assist bringing the patient to their designated treatment area. The caregiver should be encouraged to wait in their vehicle but exceptions can be made. If a minor child is being seen, a parent or guardian can wait in our waiting room, however, in both caregiver or parent/guardian scenarios, the approved visitors must wear a mask during their visit.



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- Hand sanitizer will be placed throughout the office for patients and team members to utilize.
- Elderly or patients at higher risk of COVID-19 will be scheduled in morning appointments and procedures which produce the most aerosols will be reserved for the afternoon or half-days.
- Patients will avoid standing at the checkout counter, whenever possible all appointments, payments and arrangements will be made prior to the appointment or within the treatment room. If an employee needs to handle a patient's credit card, the card should be sanitized and they should re-apply hand sanitizer.
- If the use of a pen is required, the patient is to keep the used pen.
- N95 masks are not required, but will be provided upon request. If they are not available, the employee can request to not work until they are available. PTO can be used if available.
- Standard PPE for a non-aerosol creating appointment (post op, denture adjustment, consultation, examination, etc) will be safety goggles, gloves and a Level 1, 2 or 3 mask.
- Standard PPE for an aerosol creating appointment will be safety goggles, face shield, Level 3 mask, gloves and washable gown.
- Patients having larger, longer, aerosol creating procedures may be asked to provide a negative COVID-19 test within no longer than 72hours from their scheduled procedure. If the appointment is an emergency, this expectation can be waived if there are no risk factors for having been exposed to the virus.
- All clinical treatment areas and any area where a patient may have direct contact will be cleaned and sterilized after every patient.



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- These guidelines are subject to change or additional guidelines added as we return to the practice of dentistry. Our ultimate goal is the safety of our patients, our staff and all of their respective families.

We are following guidelines from the Kentucky Board of Dentistry, CDC, and ADA regarding DHCP for reopening.

We appreciate everyone understanding the importance of following the guidelines to ensure the safety of our staff and our patients.