

Dear Patients and Parents,

The doctors and staff at PDO Specialists are looking forward to welcoming you back to our office for your dental visit. Given the challenging situation we are all facing with regards to the COVID-19 pandemic, you won't be surprised to learn that your experience at our dental office will look a little different than in the past. While still offering you the same high level of quality care, we have put extra procedures in place to safeguard your health. Among these procedures is the requirement that our staff wear PPE (Personal Protective Equipment) at all times. We know children have become accustomed to seeing friends and family members wearing masks, but please prepare them to expect the same situation at our office.

Please read this letter in its entirety before arriving at our office and feel free to call us should you have any questions about our procedures or feel the need to discuss the consent/questionnaire prior to the dental appointment.

Attached to this letter is a Covid-19 Informed Consent/Waiver questionnaire. Please take the time to review the form. **If you answer "yes" to any of the questions, please call our office at your earliest convenience to reschedule the appointment.** There will be no rescheduling fees due to fever, sickness or any issues related to COVID-19. You will be asked to digitally sign the form at the front desk on the day of the appointment.

In order to avoid congregation and reduce the risk of possible transmission of the COVID-19 virus, we ask that only one adult (18 and older, parent/guardian or caregiver) accompany the patient to their scheduled appointment. Please do not bring any other children or family members to the appointment.

Before Leaving Your Home for the Appointment:

- The patient should brush his/her teeth at home. Our toothbrushing stations are currently closed to eliminate the transfer of bacteria or viruses.
- Please take your and the patient's temperature prior to leaving. **If you or the patient has a fever, which is a temperature greater than 100°F or 38°C, or does not feel well, please call our office to reschedule the appointment.**
- If you or the patient has any environmental allergies and is showing symptoms such as a runny nose or sneezing, we ask that you administer a non-drowsy

allergy medication that your physician has already recommended for allergies. This will assist us in ruling out that the symptoms are potentially illness related.

- Please make sure that both you and the patient are wearing a mask. Everyone is required to wear a mask upon entering the office. Cloth masks are sufficient. For children 2 years and younger, alternative coverings such as a blanket over the carrier or stroller are recommended.

What to Expect upon Arrival for the Appointment:

- Once you arrive and are safely parked in our office parking lot, we ask that you remain in your car and call us at 858-676-5000 (dental) or 858-676-5010 (ortho). We will ask for the mobile phone number you are calling from in order to call you back when we are ready for you and your child. This will help us to minimize the number of people congregating in any area at one time and to follow social distancing guidelines. When ready, we will advise you to enter through our usual front entrance door. Aside from the tent at the entrance, you will notice a second tent in the parking lot with a **Pick-Up Area** stand. This will be the meeting area for patient pick up at the end of the appointment.
- Upon entering the office, you will be greeted at the front entrance. You and the patient will be offered hand sanitizer and screened with questions relating to symptoms and possible exposure to Covid-19. The patient's and your temperature will then be taken. Once the screening assessment is determined to be within normal limits, you and the patient will be provided with a sticker to denote you have been screened. Please keep the sticker in plain view until the patient is returned to you upon the completion of the appointment.
- Once screening is completed, you will be guided to the dental or orthodontic side of the office, depending on your scheduled appointment type. If it is a dental appointment, you will be met by a dental assistant to review the treatment plan, update the patient's medical history, provide an estimate for the treatment (if applicable) and answer any questions you may have. **Please inform the assistant if any allergy medications have been administered.** You will be asked to sign the consent and estimate forms for treatment.
- At this point the patient will be escorted to the treatment area by the assistant and you will be directed to the front office counter to sign a digital version of the COVID-19 Informed Consent/Waiver Questionnaire, to update any home address

or dental insurance changes, to pay the patient portion (if applicable), and to schedule the next appointment if possible.

- We ask that the patient proceed into the treatment area unaccompanied by the legal guardian or family member. We encourage you to take a walk around Webb Lake or wait outside near your car until the patient's treatment is completed. Again, this will help minimize the number of people congregating inside an area as recommended by the San Diego County Health Department. We request that you stay near our premises and not physically drive away from the office during the allotted treatment time for the patient. Please remember to follow the social distancing guidelines of 6 feet apart from others when you are outside.
- We will call your cell phone with any treatment updates or changes. Once the patient's dental treatment is completed, we will call you to meet the patient and doctor (if needed) at the outside meeting area. While on the phone with our staff, you may also take the opportunity to schedule the patient's next appointment if you could not do so earlier.

If you feel the need to physically be with your child throughout the treatment appointment, please call our office to reschedule this appointment as it will require special accommodations. Please be patient with us if there is a need to reschedule your child's appointment.

Thank you for your patience and understanding with our additional dental visit procedures. Your health and safety are our first priority.

Sincerely,

The Doctors and Staff @ PDO Specialists