



# Getting dental care during the pandemic is essential.

## We're ready when you are.

We know the COVID-19 pandemic has caused a lapse in health care, including dental care. Over the past several months we have been working tirelessly to develop health and safety protocols, taking into consideration CDC guidelines and working in conjunction with leading dental academics.

All of us at Big Smiles have put a great deal of thought and care into ensuring schools, staff and students, as well as our clinicians all stay safe while providing the dental care that's needed now more than ever.

Following are answers to some questions you may have:

**Q. What are your COVID-19 procedures for your staff?**

**A.** All of our clinicians are required to take their temperature and complete a COVID-19 questionnaire every morning prior to leaving their home for work. If a team member has a temperature at or above 100.4°F, or answers yes to any of the COVID-19 questions, they are not to go to a school to provide dental care.

**Q. Will your staff be wearing face masks?**

**A.** All dental clinicians will be wearing a standard face mask at all times while inside a school.

**Q. How are you keeping patients and dental clinicians safe during treatment?**

**A.** All clinical staff are required to wear either an N-95 mask or a face mask and eye protection when providing clinical care.

**Q. Are you adding any safety protocols for the children receiving care?**

**A.** Yes. All children being seen by the dental team will have their temperature taken prior to treatment. In addition, all children will be observed to ensure they look to be in good health. Any child with a temperature at or above 100.0°F or who does not look well will be brought to the school nurse or office.

**Q. How will the clinical area you set up in the school be modified for COVID-19?**

**A.** We are asking schools to provide a larger than usual space, roughly 20' x 20', to allow for greater distancing of both treatment and waiting areas. In addition, we will be bringing fewer children to the treatment area at any one time.

**Q. What are you doing to reduce aerosols?**

**A.** Our teams will only be using hand instruments as appropriate and not using ultrasonic scalers.

**Q. Will you be providing restorative care?**

**A.** Yes. Wherever possible, the dental teams will be using minimally invasive techniques such as applying Silver Diamine Fluoride (SDF). When aerosol production is anticipated, we will be using four-handed dentistry as well as high-volume evacuation and other aids to reduce/control aerosols.

**Q. What about children who are virtual on the day of the dental visit?**

**A.** We know most children have not received dental care during the pandemic. Our goal is to provide dental care to as many children as possible. As such, we hope schools will allow children who are learning virtually on the day of our visit to be brought to school to get care.

Please know that, as always, we are here for you. If there is anything we can do to assist you, please do not hesitate to ask. Have additional questions? Call 888.833.8441

