



Covid 19 Back to Work Webinar Series

Team Concerns and Office Workflow

*By
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Thanks to the CDA and MDDS
For Putting on This
Webinar Series

Last Weeks Webinars

- Screening
 - Virtual Waiting Room
 - Wellness
-
- Go to the CDA or MDDS website
 - Click on the COVID Page
 - Click on the link to watch the
past webinars = no cost

Future Webinars

- PPE

- Donning and Doffing Videos

Team Concerns and Office Workflow

- This is best practice on 4/23/2020.
- Look for updates on the CDA and MDDS website COVID page.
- CDA and MDDS will continue to communicate through emails.
- More webinars will come as information is updated



Goals For Team Concerns and Office Workflow

Learn how to:

- Address Team's Concerns About Treating Patients
- Discuss Team Issues Surrounding COVID
- Identify Team Members at High Risk for a (-) Outcome if They Contract COVID
- Schedule Effectively
- Get Your Clinical Area Prepared
- Create a Workflow Plan



Address Team FEARS - Talk candidly

- Phone call

- FaceTime

- Zoom or RingCentral type platform if talking to several team members at once

- Texting or Emails

YOU WILL DO EVERYTHING YOU CAN TO KEEP THEM SAFE





Communication Establishes
Relationships

Relationships Establish Trust

Trust Allays Fear and Anxiety

Allay Team Fears

Acknowledge

Remember - They are
experiencing Toxic Stress

Encourage Wellness - Healthy
Diet & Exercise

Discuss the Risk

- No one is immune unless you have had COVID - even then you may only have some protective immunity
- No vaccine
- No point of care testing for dentists now or in the near future (reliable?)



Staff and Patients Awareness

Everyone knows “the world” has changed

Staff expect protocols to be different

Patients expect protocols to be different

If office protocols are not different - They will know that you are not
following current guidelines



Everyone has a phone that takes photos & videos



Tell your team how you are lowering their risk

- Use Teledentistry and Screen Patients Over the Phone
- Set up a screening station - Comprehensive/Consistent Screening
- Wash their hands at the screening station - hand sanitizer
- Bring a mask with them - preserve your PPE
- Have a virtual waiting room - stay in car/text when ready
- Screen your team daily - all patients - ALL who enter your office
- You will not allow anyone that fails the screening to enter



Contactless Digital Infrared Thermometer



Dentists and Dental Team Preparation

ADA Guidance

- Experiencing Flu like illness (fever, cough, sore throat or muscle aches) stay home
- Self-monitor by remaining alert to any respiratory symptoms and check temperature twice a day, regardless of the presence of symptoms



**Children's Dentistry
Covid In Office Screening Record**

Patient and Parent Name _____

Date _____

Screening Questions:

1. Do you have a fever or above normal temperature? Above 100.4 degrees fahrenheit? __
2. Do you have a dry cough? __
3. Do you have a runny nose? __
4. Have you recently lost or had a reduction in your sense in taste and smell? __
5. Do you have a sore throat? __
6. Have you been in contact with someone who has tested positive for COVID-19? __
7. Have you been tested for COVID-19 and are you awaiting results? __
8. Have you followed social distancing guidelines during the quarantine? __
9. Have you traveled outside the United States by air or cruise ship in the past 14 days? __
10. Have you traveled within the United States by air, bus, or train within the past 14 days? __

Recorded temperature

Patient 1: _____

2: _____

3: _____

Guardian/Parent: _____

Patient or Guardian Signature certifying all the above answers are true to the best of their
knowledge: _____ Date _____

Your Plan to Lower Team's Risk

- Social Distancing For Your Team
- Disinfect all surfaces that anyone touches, including your front door handle and restroom, before they get touched by someone else
- Following CDC and ADA Guidelines - provide only the care that you have the appropriate PPE to deliver
- Following CDC and ADA Guidelines - disinfect your operatories





CDC Recommendations

Employees should not share headsets or other similar objects

Employees and employers should consider pilot testing the PPE

Employees should physically distance when taking breaks, stagger breaks, do not congregate in the break room and do not share food or utensils



Going Home After a Work Day

- Change from scrubs to personal clothing before returning home.
- If possible wash your scrubs at the office.
- Upon arriving home take off shoes, remove and wash clothing (separately)
- Immediately shower



Be Prepared To Reopen

- Have a virtual team meeting with your team via a platform like Zoom or RingCentral a couple of days before returning to work.
- Go to your office one or two days before you reopen to make sure your office is prepared to see patients in this COVID era.
- Conduct a walk through with your team.
- Make a checklist. What needs to be done before you reopen?



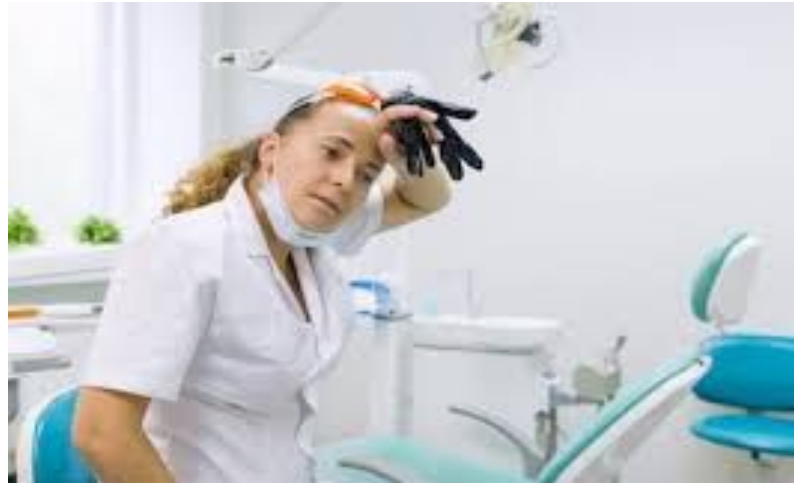
You will Continue to Educate Yourself and Your Team

- What is the latest information?
- What are the latest protocols?
- How many asymptomatic patients are there?
- Point of care testers available for dentists? Are they accurate?



Reduce Team Stress & Concerns

Implement The Plan You Made
That Will Show Your Commitment
Talk the Talk - Walk the Walk



Team Members at Risk

Older - over age of 65

Pre-Existing/Medically Compromised Condition

Pregnant

Consider and address the level of risk - if high, consider giving lower risk tasks

It is suggested that providers at lower risk be prioritized to provide care

Those clinically recovered from COVID may have some protective immunity



Mr. Gary Benson - Employment Law Attorney

-His interpretation of the current law



Employee HR Concerns - GOOD NEWS!

Mr. Benson's Expert Opinion

- No need to have employees sign a release when returning to work
- Employee would have the burden of proving that they contracted COVID at work
- If an employee contracts COVID at work their exclusive remedy - file a workers' compensation claim
- They cannot sue their employer outside of the workers' compensation arena



Employee Refuses to Return to Work

Mr. Benson's Expert Opinion

- Cannot force them.
- Can certainly be terminated if they refuse to return and you have work for them.
- Million dollar question - Will they be eligible for unemployment benefits?



How Does Your Team Affect Your Loan Forgiveness

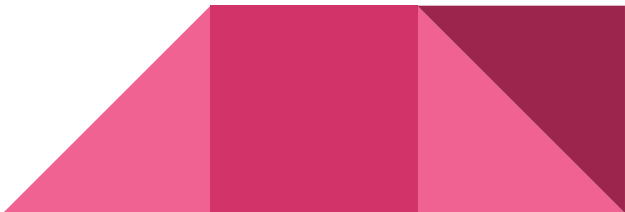
Mr. Gary Benson's Expert Opinion More Good News!!

Take Away - employers will lose forgiveness if they lose full time equivalents, not specific people

So, if an employee quits/refuses to return to work you will not lose loan forgiveness so long as they are replaced



Coach and Teach your Team

- to screen your patients over the phone.
 - to educate your patients on what they will experience in the office.
 - to educate your patients on what you are doing to best protect them.
 - to schedule the patients to accommodate social distancing.
 - to implement the workflow plan you developed.
- 



Empowering Your Team

They are helping lower the risk

Giving them control

Information for Your Patients

Use social media platforms to inform your patients what to expect at the appt.

Write emails or have a blog.

They may have concerns and fears.

Communicate - Allay those fears

Discuss what will happen from the screening -

- to treatment that can be done

- to the check out



**Dental Treatment Consent Form
COVID-19 Pandemic**

1. I knowingly and willingly consent to dental treatment at _____ by Dr. _____
And any designated associates and employees during the COVID-19 pandemic.

2. I understand that Dr. _____ is following CDC guidelines and an Executive Order (2020 009) by Governor Polis effective March 19, 2020 limiting all dental treatment to emergency care only. I have been given an explanation why the procedures recommended are emergency procedures. I understand that:

At present, the only procedures or surgeries that are permissible under this Executive Order are those that address the following:

- Threat to a patient's life if the surgery or procedure is not performed;
- Threat of permanent dysfunction of an extremity or organ system if the surgery or procedure is not performed;
- Risk of metastasis or progression of staging of a disease or condition if the surgery or procedure is not performed; or
- Risk that the patient's condition will rapidly deteriorate if the surgery or procedure is not performed and there is a threat to life, or to an extremity or organ system, or of permanent dysfunction or disability.

3. I understand the COVID-19 virus has a long incubation period during which carriers of the virus may not show symptoms yet are still highly contagious. It is impossible to determine who has it and who does not given the current limitations and availability in COVID-19 viral testing. I understand that emergency dental procedures create aerosol (water spray) which is one way the disease is spread. The ultra-fine nature of the spray may linger in the air for hours, which may transmit the COVID-19 virus.

4. Risk of transmission: I understand that due to the frequency of visits of other emergency care dental patients, characteristics of the virus, and the characteristics of dental procedures, that I have an elevated risk of contracting the virus simply by being in a dental office, even though CDC mandates are being observed.

5. I am unaware of being a possible carrier or infected: I confirm that I have not tested positive for COVID-19 in the last 30 days and that I am not presenting with any of the following symptoms of COVID-19:

- A. Fever of 100.5 degrees Fahrenheit or 37 degrees Celsius or higher
- B. Shortness of breath
- C. Dry cough
- D. Runny nose
- E. Sore throat.
- F. Diminished sense of taste and smell

6. Contact with infected: I confirm that I have not knowingly been in close contact defined as 6 feet or less for a duration of fifteen minutes or more with someone who has tested positive for COVID-19 in the last 14 days, or with anyone that has had the above stated symptoms in the last 14 days.

7. Public travel: I confirm that I have not traveled outside of the United States in the past 14 days. I confirm that I have not traveled domestically by commercial airline, bus, or train within the last 14 days.

INFORMED CONSENT: I have been given the opportunity to ask any questions regarding the risks of contracting COVID-19 from the dental office and dental procedures. I reaffirm that I am not a carrier of COVID-19 nor infected with COVID-19 to the best of my knowledge. I do voluntarily assume any and all reasonable medical/dental risks, including the substantial and significant risk of serious harm, if any, which may be associated with any phase of my treatment as a result of the COVID-19 pandemic. I acknowledge that the nature and purpose of the dental procedures recommended under the current circumstances and restrictions have been explained to me and I have been given the opportunity to ask questions.

Patient's name (please print)


Signature of patient, legal guardian or authorized representative

Date

Witness to signature

Date

Patient Care

- Remove anything superfluous from your operatories
 - Treat one patient in totality or doff all the PPE for that patient (leave it just outside that treatment room) and don all new PPE for the next patient
 - Don't cross contaminate - going from patient to patient without changing your PPE and washing your hands
 - Consider doing aerosolizing procedures at the end of the day
 - Only do aerosolizing procedures if you have the appropriate PPE
- 

PPE Code D1999

Parent in the Operator

Can not bar

Can limit - to one person

They will be screened

They will wash their hands and be given a mask if they do not come in with one

Practice social distancing



Patient Care

Take Extra Oral X-rays

Schedule More Time For Patients - social distancing & current
disinfecting protocols

Start Slow - Take Your Workflow Plan Our For A Test Drive



Workflow Considerations

- How many dentists?
- How many team members?
- What operatories can you use?
- Can you shut the op. doors?
- Waiting room protocol? (if not in car)



Suggestions for Managing Boxes

- No specific scientific recommendations but they make common sense
- Move all boxes into a backroom for 24 hours then do hand hygiene
- After 24 hours = Wipe down all with an antimicrobial wipe, then open and discard the boxes
- Wipe down counter where you placed the unopened boxes
- Do hand hygiene before doing anything else
- Remember to not touch your face when handling the boxes



HOW LONG DO CORONAVIRUSES* LIVE ON SURFACES?

SURFACE	EXAMPLES	DAYS OR HOURS
Metal	Doorknobs, Jewelry, Silverware	5 Days
Glass	Drinking glasses, Mirrors, Windows	UP TO 5 Days
Ceramics	Dishes, Pottery, Mugs	5 Days
Paper	Newspaper, Magazines	UP TO 5 Days
Wood	Furniture, Decking	4 Days
Plastics	Milk bottles, Bus seats, Elevator buttons	2-3 Days
Stainless Steel	Refrigerators, Pots/pans, Sinks, Water bottles	2-3 Days
Cardboard	Shipping boxes	1 Day
Aluminum	Soda cans, Tinfoil, Water bottles	2-8 Hours
Copper	Pennies, Teakettles, Cookware	4 Hours
Food/Water	Doesn't seem to spread through food, and has not been found in water.	



WHAT YOU CAN DO: Disinfect all surfaces and objects in your home daily with a household cleaning spray or wipe. Wash hands for at least 20 seconds with soap and warm water, especially after visiting the supermarket or bringing in packages.

*Coronaviruses are a family of viruses that includes the SARS-CoV-2, the virus that causes COVID-19. This information is for your reference only and is changing constantly.

Sources: CDC, FDA. Medical Review: Brunilda Nazario, MD, 03/24/2020.





Social Distancing





SafetyTac® Corners (Rounded)

\$50.00

• 14 Colors • 2 Sizes



SafetyTac® Corners (Squared)

\$50.00

• 14 Colors • 3 Sizes



SafetyTac® Footprints

\$50.00

• 14 Colors • 2 Sizes



SafetyTac® T's (Rounded)

\$50.00

• 14 Colors • 2 Sizes



SafetyTac® T's (Squared)

\$50.00



SafetyTac® Dots

\$50.00



SafetyTac® Arrows

\$50.00

• 14 Colors



SafetyTac® Strips

\$50.00

• 14 Colors • 20 Sizes



Choosing A Prize



The Less Things That Are Touched The Better

Touchless soap dispensers
Touchless waste cans

Morning Huddle - Send a Text



Signage

What you should know about COVID-19 to protect yourself and others



Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.

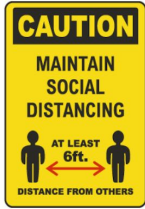


Know your risk for severe illness

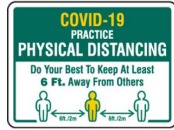
- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.

cdc.gov/coronavirus





NEW! Maintain Social Distancing At Least 6 Ft Sign
Item D6025



NEW! Covid-19 Practice Physical Distancing Sign
Item D6000



NEW! Social Distancing Means Keeping 6 Ft Apart Sign
Item D6003

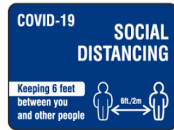
MULTILINGUAL



NEW! We Are Practicing Social Distancing Sign
Item D6004



NEW! For Your Safety, Please Keep At Least 6 Ft Distance Sign
Item D6010



NEW! Covid-19 Social Distancing Sign
Item D6001



NEW! Keep Your Distance! Sign
Item D6005



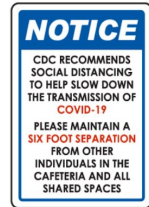
NEW! Closed Temporarily, Social Distancing Sign
Item D6011



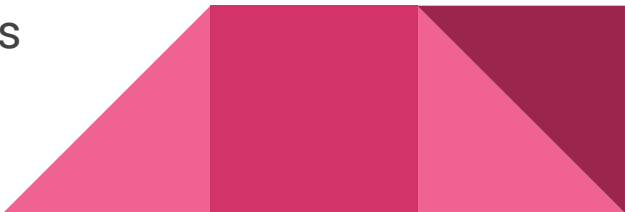
NEW! We Are Limiting Store Occupancy Sign
Item D6013



NEW! Practice Social Distancing For Your Safety Sign
Item D6002



Multiple Dentists - Divide Dr. & Staff into “Teams”

- Establish dental “teams” - same personnel always with the same dentist
 - One “team” in the office at a time
 - Alternate days each “team” is in the office
 - The dental “teams” don’t come in contact with each other
 - If a “team” member becomes ill that entire “team” must quarantine
 - The other dentist and his “team” can keep seeing patients
- 

One doctor offices

- Work with a skeleton crew
- Have 2 “teams” (?) - alternate days
- How many patients can you see daily and meet CDC/ADA procedure and OSHA protocols?



Hygienist Workflow

No Cavitroning

More than one hygienist/hygiene asst. - consider them working
on different “teams”

Hygiene Asst. Can Not Help 2 Hygienists - Without Doffing & Donning PPE

Does every hygiene patient need an exam?

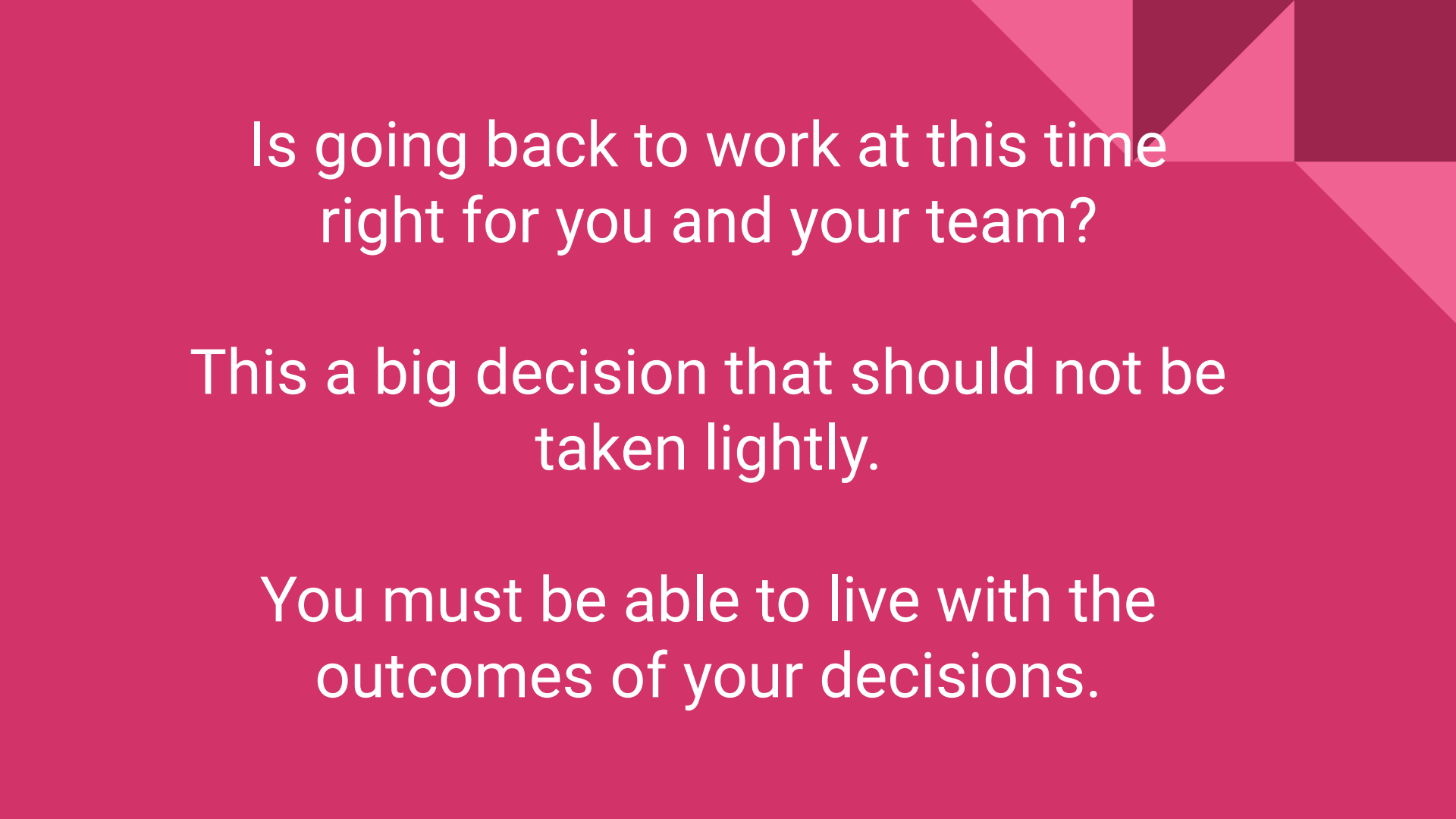
Use discretion - save PPE - limit exposure



Creative Scheduling

- Colorado Children's Hospital outpatient surgeries for dental care
 - Offering both 5 and 10 hour block times
 - Offering weekend hours
- Consider working 6 days a week
- Consider longer hours - esp. if you have 2 "teams"
- Consider working a few hours on Memorial Day, Labor Day
and Christmas Eve





Is going back to work at this time
right for you and your team?


This a big decision that should not be
taken lightly.

You must be able to live with the
outcomes of your decisions.

Uncomfortable/Not Able to Start Seeing Patients Again

- Do not worry = CDA can help - cdaonline.org/emergency-dental-care/
- Dr. Carrie Mauterer has compiled a list of dentists who will help see patients for their colleagues for the short term

Dentists Helping Each Other

- Help colleagues who have a high risk for a (-) outcome if they contract the virus
 - Help colleagues who get the virus
 - Help colleagues that don't have the proper PPE
- 

- Thank you for taking the time to listen to this webinar.
- Thank you for the sacrifices that you have made by stopping elective care.
- Please look for updates and future webinars on the CDA and MDDS websites.

Nelle Barr

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