

Here are some of the changes you can expect to see at our office beginning May 2020:
(updated June 1, 2020)

- ***We will charge and collect a \$10 preventive equipment fee per patient (N95, Level3 Masks, Medical grade purifiers, etc.) to all patients at the beginning of the appointment. You will begin to see these charges at many of your dental and medical healthcare provider's offices. Unfortunately, we will not waive this fee.***
These are unprecedented times.

The American Dental Association has issued a statement on Personal Protective Equipment (PPE) advocating that dental insurance companies offer a covered benefit for the dental code, D1999. Until then, our office will collect a \$10 fee per patient, per day to cover the skyrocketed cost of personal protective equipment. This fee will be covered prior to services being rendered and will be subsequently billed to your insurance company. In the event of payment by your insurance company, the \$10 will be credited to your account. This fee will be collected for every patient prior to being seen. Please be prepared at your dental visit. Only Cash or Card (MC,VISA,Discover) is accepted. Read more about this initiative here:

https://success.ada.org/~media/CPS/Files/COVID/ADA_Third_Party_Payer_Reimbursement_for_PPE.pdf

- ***Families will be asked to wait in their cars until it is time for your child's appointment for the visit.***
Upon arrival, please dial 281-241-1608. We ask that you park directly in front of the office and not leave during the appointment. We will also step out to your car should we need to speak with you. Upon arrival, please call our front desk that you've arrived with the vehicle make/model/color you are in. We will let you know when it's your turn.
- ***We are limiting the number of people in our office. Our Movie Room, and Toy area are closed to congregation.*** Our reception area/movie room may accommodate two families. If there is no available seating, you may accompany your child near their dental chair. However, space is limited. You are also free to wait in your car and we will come out to you should we have any questions and we will notify you when the visit is complete. All families will be pre-screened using a questionnaire and temperature reading.
- ***Should you decide to come in to the office for the dental visit, you must wear a mask for the duration of the visit. You will be directed to your seating area. It's important to not roam around the office as we are trying our best to both accommodate our patient-families and adhere to social distancing guidelines. Our goal is to keep everyone safe.***
- ***Please only bring your scheduled child to the appointment unless instructed otherwise.*** We cannot guarantee space to accommodate non-patients and the presence of additional persons will restrict our ability to practice social distancing. Please remember that our goal is to keep everyone safe. If you are planning to come to the appointment with children in addition to the scheduled patient (and they can't remain in the car), please notify us so that we can provide an end-of-the-day appointment where there are fewer people in the office and we can accommodate your request.
- ***Please arrive on time.*** Late appointments may result in not all parts of the dental visit being completed. COVID-19 has changed the way we manage patients. The next appointment may be waiting in their car for us to escort them in for their appointment. If we are unable to complete all parts of your child's visit, we can always find a different appointment time to complete the remaining procedures. We have reserved an appointment time block that allows us time to pre-screen, evaluate, treat, discuss care with you, and disinfect all while social distancing. Tardiness will interfere with this process due to the time-sensitive nature of the disinfection process.
- ***Please utilize our phone, email, and text methods to address insurance questions, questions related to your child's treatment plan prior to your child's appointment.*** The appointment block is reserved for the clinical appointment and lengthy conversations addressing administrative concerns will limit the clinical appointment time and interfere with social distancing guidelines for patients whose dental appointment follow your child's appointment.

Please be flexible with us and we will work with you as well. Please let us know if you have been around anyone or tested positive for COVID-19. Please update with us any change in your contact information. And as always, stay safe and healthy!