SCC Dentists
Back to practice safely

BaoKhanh Nguyen, DDS, MSD
President, Santa Clara County Dental Society (SCCDS)
SCCDS started planning in mid-March

- COVID-19 Response Task Force
  - Chaired by Dr. Ken Wallis, CDA Past-President
  - Three focus areas / Subcommittees
    1. Economic Relief - Dr. Steve Beveridge, Chair
    2. Back To Work Safely - Dr. Robert Shorey, Chair
    3. Public Health and Communications - Dr. Shakalpi Pendurkar, Chair

- Provided SLACK communication portal, SCCDS.org website and multiple webinars to share information and help member dentists with:
  - Changes in the work environment with more safety protocols
  - Changes in office routine
  - Social distancing guidelines
  - Financial concerns
  - Mental health concerns

- Working with County and the EOC to distribute the needed PPE (N95 masks, surgical masks, and face shields) to our dentists.
Facts specific to dentistry

- To date, NO dental office has been the focal point of COVID-19 infection
  - Dentists have routinely used universal precautions since the HIV pandemic.

- We recognize the unique properties of COVID-19
  - It’s a nosocomial infection
  - Understanding the implications of asymptomatic carriers
  - It’s highly contagious

- We recognize unique issues for dentistry
  - Proximity to our patients when providing care
  - The nature of aerosolizing procedures

- We are following CDC guidelines specific to dentistry.
Office protocols

- Every office has this Public Health form filled out and displayed.
- Room purifiers with Hepa filter and UV-C
- Over-the-patient vacuums
- Enhanced disinfecting methods on top of our universal precaution protocols, as:
  - Hypochlorous acid Defogger
  - UV-C lamp
- Spacing out patient appointments and the treatment area / rooms
- Staff training and new guideline implementation
- Pre-screen all patients with COVID-19 questions before coming into their appointments
- Limit the number of patients in the office at one time
- Taking temperature of all doctor, staff and patients upon entering the office
- Patients using hand-sanitizer upon entering office and to rinse with Hydrogen Peroxide before being seated
- Patient education video to help understand what we have implemented
  - English version:  https://youtu.be/GPoxy3V27KY
  - Spanish version:  https://youtube.com/watch?v=s8l_zwmzAmg
Social Distancing Protocol
COVID-19 Site-Specific Protection Plan

Business Name: ____________________________
Facility Address: __________________________

This Protocol was most recently updated on: __________________________
Maximum number of people allowed in facility at any time: __________________________
Total Facility Square Footage: __________________________
Total Facility Square Footage Open to Public: __________________________

The Person Responsible for Implementing this Protocol
Name: ____________________________
Title: ____________________________
Phone number: ____________________________
Email Address: ____________________________

Businesses must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is unapplicable to the business.

Signage and Distribution:

- Post signage at each public entrance of the facility to inform personnel and customers of the following:
  - Do not enter the facility if you have COVID-19 symptoms;
  - Maintain a minimum six-foot distance from others, including when in line;
  - Sneeze and cough into a cloth or tissue or, if not available, into your elbow;
  - Face coverings required to enter (except if 6 years of age or under or medically inadvisable);
  - Do not shake hands or engage in any unnecessary physical contact.

- Post signage at appropriate locations throughout the facility reminding customers to maintain social distance.

- Post a copy of your COVID-19 PREPARED Sign and Social Distancing Protocol Visitor Information Sheet at each public entrance to the facility where staff and customers can easily view them.

Personnel Training:

- Copies of this Protocol will be distributed to all personnel.

- Personnel are trained on COVID-19 information from the CDC, how to prevent COVID-19 from spreading, who is especially vulnerable to the disease, and when to seek medical attention.

- Personnel are trained on screening themselves for COVID-19 symptoms, including temperature and/or symptoms checks using CDC guidelines.

- Personnel are trained on the need to stay home and get tested if they have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.

Protocol Template Updated May 18, 2020

Patient Screening Form

Patient Name: ____________________________

<table>
<thead>
<tr>
<th>PRE-APPOINTMENT</th>
<th>IN-OFFICE</th>
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</tbody>
</table>

Positive responses to any of these would likely indicate a deeper discussion with the dentist before proceeding with elective dental treatment.
- For testing, see the list of State and Territory Health Department Websites for your specific area’s information.
Dentistry - Key to total health

- Dentists/dental personnel have skill sets that uniquely qualify them to do COVID 19 testing.

- We deal with gag reflexes and patient anxieties and we are experts with oral nasal anatomy.

- Poor sampling is the #1 cause of testing error for Rapid RNA PCR testing.

- Our political leaders and county health officials should support the ability of dentists to conduct onsite testing when it is available.
Thank You!

- We are grateful to the EOC for providing critical PPE for our dentists, especially with the skyrocketing costs and counterfeiting that is present during the time of pandemic crisis.
- This PPE has allowed our dentists to open for patient care.

- Our leaders have worked closely with county leaders:
  - Dr. Shakalpi Pendurkar with county health officer Dr. Sara Cody, Dr. Jay Kumar, and Supervisor Dave Cortese
  - Dr. Ken Wallis with EOC, CDA, and Supervisor Mike Wasserman
  - Dr. Robert Shorey with Supervisor Joseph Simitian’s office, Joseph Grindrod and IEM Team
  - Dr. BaoKhanh Nguyen with Supervisor Cindy Chavez
SCCDS distributing PPE to Dentists
For further information

Contact info:
- Dr. BaoKhanh Nguyen, SCCDS President
  - Email: drbknguyen@gmail.com
- SCCDS Executive Director: Candace Roney
  - Email: candacer@sccds.org
- Contact the SCCDS office at 408-289-1480
COVID 19 – SAFETY & INFECTION CONTROL SUMMARY

1. Screening employees with the questions and taking temperature daily.
   • Will take everyone’s temperature at the beginning of the day and record in log. Review screening questions.
   • If you have a fever or are exhibiting flu-like symptoms, notify Dr. Nguyen immediately.

2. Screening patients prior to appointments and taking temperatures
   • Patients will receive a “screening survey” when we call to confirm appt.
   • Front door to office to remain open to limit touching.
   • All patients will be required to wear a mask and use hand sanitizer at the door to enter. Waiting room is blocked off to reduce number of people. Ask screening questions again and sign COVID consent.

3. Establish schedule and protocol for sterilization of common areas, restrooms, phones, door handles, countertops, etc.
   • Rotate for cleaning restroom, break room. After lunch and end of the day. No more than 1 person in break room at a time.
   • Front desk will wipe down hard surfaces in reception on the hour.

4. Everything needs to be removed from countertops in office so can be easily disinfected.

5. Reduce lobby traffic and waiting in check-in/check-out line. Patients should wait in their cars and be directly escorted to the operatory for TX.
   • Essentially the lobbies are “closed” until further notice. The parking lot and cars are the new lobby.
   • Collect patients estimated out of pocket over the phone whenever possible to eliminate need for checkout. This can be collected during screening call or when confirming appointments...or when they arrive and are waiting to be seen.

6. Only the patient being treated allowed in the operatory. Except for kids and patients with developmental disabilities. Only one parent/caregiver will be allowed back with the patient (if needed) in the operatory.
   • Patients should call the office when they arrive. Staff will instruct them on next steps. Clinical staff will meet them at the door and escort them to the operatory after proper screening.

7. Refresher Course and Training for “How to Properly Don & Doff PPE” and “Proper Hand Washing Techniques”
   • We will review how to properly put on PPE and remove

**PPE & Procurement**

Please keep in mind that what the CDC guidelines of recommendation states is “IF AVAILABLE”. The PPE is designed to stop a splatter, not designed to stop the spread of the virus. It is critical that healthcare providers and office staff continue to adhere to “Standard Precautions” (see attachment from ADA). As you know, PPE is very limited currently and there are many restrictions on ordering. We will get what we can when we can and from whatever vendor we can ASAP. This is a challenge being experienced by all health care providers and facilities in the world. It is not a position unique to our company.

Every procedure does not require full blown hazmat/PPE gear, so please evaluate what level of PPE can be used on each patient/procedure and conserve the important supplies for the aerosol producing procedures.

- The CDC has instructed all healthcare providers to utilize conservation and contingency plan strategies to use PPE and infection control resources efficiently. If non-clinical staff will be using PPE please have a member of the clinical staff instruct them on how to use this properly so that it is not wasted due to improper use.

**TREATMENT IN THE OPERATORIES**

**Preprocedural Rinse** - Peroxide rinse is being recommended to lighten the bacterial load in the mouth.

- Please note that the peroxide strength must be 1% or diluted 3% (which is the standard strength of peroxide for purchase)

**Scrubs & Footwear** –

- Clinical assistants should change from scrubs or Lab coats and work shoes at the end of every day. Dr. N will launder lab coats (and scrubs if desired).
- Admin should plan to change from uniform shirt at the end of the day and launder. May want to consider changing entire outfit as an abundance of caution.

**Isolation Protocol** – IN the event it is determined by the staff and clinical team that a patient is exhibiting COVID 19 symptoms (specifically an elevated temperature) the staff should immediately (and calmly) implement “isolation protocol”.

- Patient should be given a mask if did not come in wearing one
- Patient should be isolated as best as possible
- Contact local health department to report case and determine best course of action (refer to ER, self quarantine, etc)
- Any team members who came within 6 feet of patient should immediately change all clothing.
- Follow CDC flowchart for quarantine/monitoring recommendations. This is in binder with temperature log.
QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER INSTITUTIONS

Company/Organization Name: Dr. BaoKhanh Nguyen on behalf of SCC Dentists
Industry/Sector: Dentistry
Date: 6/04/2020

1. Are you open or partially open? YES
   a. Are you an essential business? YES
   b. Are you open under an exception such as: NO
      i. Outdoor Business?
      ii. Pickup/Delivery?
      iii. Curbside Retail?
      iv. Food Distribution?

   c. Have employees and customers cooperated with the health safety protocols? YES

   d. To your knowledge, have employees or customers become infected with COVID-19? NO

2. How many of your activities can be moved outdoors? Patient Waiting area or in the car. Dental care can't be done outdoor.

3. For indoor activities:
   a. How can social distancing be maintained at points of ingress and egress, where people normally cluster?

   Social distancing protocols and Signs posted with markings, spacing out appointments and treatment area / room

   b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)?

   No-touch thermometer checks, hand sanitizers, mouthrinse masks and faceshields, hair covers, shoe covers, and gowns are worn.
c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry?

Right at the entry door. Face masks are required upon entering the office. All dental staff wear appropriate PPE following CDC guidelines.

d. Can the times of activities be staggered to reduce the amount of people gathered at any one time?

YES

e. Can customers make appointments to gain entry while inside capacity is restricted?

YES

f. How can social distancing be maintained inside your premises?

Signs and protocols are posted throughout the office with floor markings, Treatment chair and area are spaced out. Limit the number of patients in the office at one time.

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees?

Right when they just enter the office. No-touch thermometer checks right upon entry. Appropriate PPE will be given and worn at all times, following CDC.

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.)

N/A We will NOT have or allow any large size gathering.
6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.)

We have all patient and employee information store in our computer software.

7. In order to assist safe and productive re-opening, what are your needs relative to:
   a. Regulation? NA
   b. Licensure? NA
   c. Childcare? NA
   d. Housing? NA
   e. Digital Inclusion? NA
   f. Commute-Free Working? NA

8. If you have been opened or partially opened, what challenges have you experienced?

Financial challenges due to the cost of acquiring PPE and Reduced number of patient appointments per day for safety reasons following the new protocols. Time challenges to bring all patients back to continue their needed dental care.

9. If you have been opened or partially opened, how has the community’s adherence and response to the COVID health safety protocols been?

The patients and our community have been very understanding and accepted of our new safety protocols and implementations. Adhering to the safety Protocols. Patients are actually appreciative that we are taking all the necessary precautions for their safety and are glad to be able to come back for dental care.