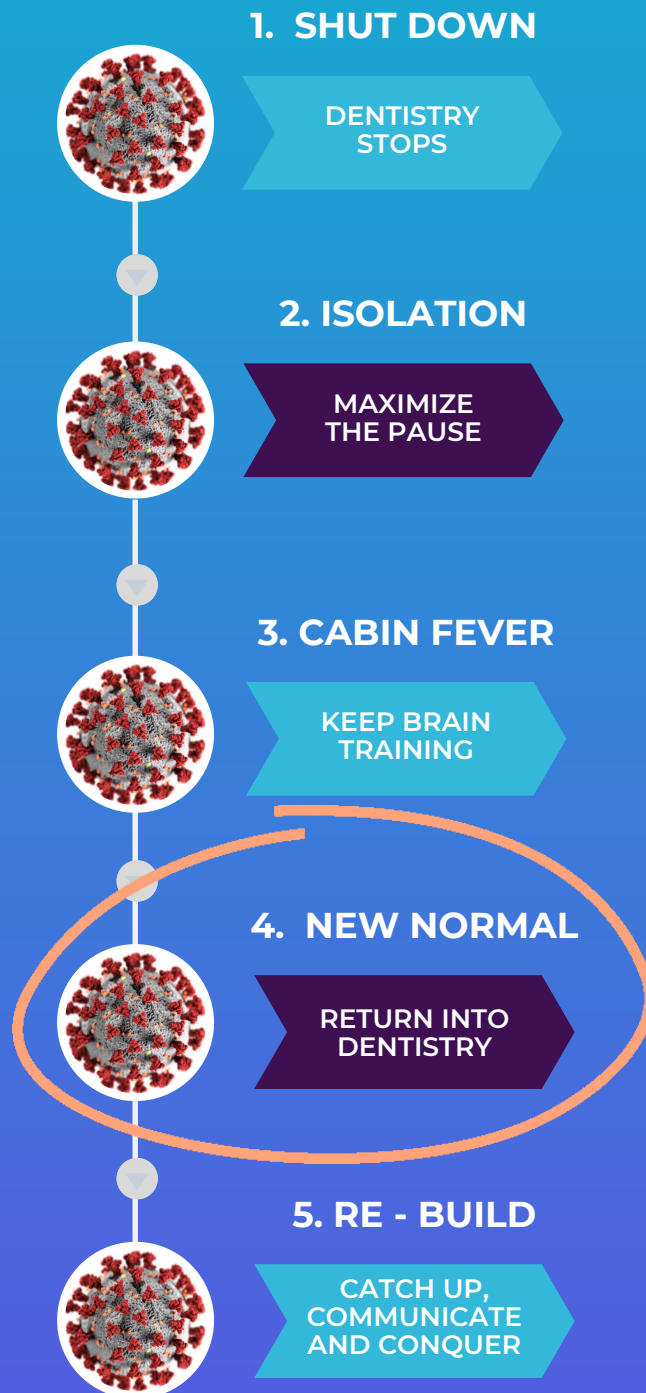


# RETURN TO DENTISTRY REOPENING ESSENTIAL CHECKLIST

*Dental offices will (hopefully) be opening soon. Are you prepared?  
Use this essential checklist to prepare for your opening.*



# REOPENING SCHEDULE & HOURS

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- Decide the date and time you will reopen for the next phase.
- Set the days and hours you will be open for patient visits.
- Select which team members will be called back as part of the next phase.
- Be sure to research your provincial guidelines when calling employees back. [\\*See Recalling Your Team Document](#)
- Leader/Owner/Management to send a personal letter to their team, welcoming them back and documenting all the changes that you've made for their safety.  
[\\*See Sample Leadership Letter](#)
- Follow the practice protocol to honour physical distancing.  
[\\*See Physical Distancing Guide](#)

# MARKETING TASKS

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- Update your current office hours on Google, Facebook, your website and other sources.
- Create a reopening VIDEO to inform patients of what you've done to protect them to encourage them to schedule [\\*See Special Ripe Resolution Offer](#)
- Post your reopening video on your website, social media and send through e-mail campaigns.
- Add your COVID-19 changes made to your practice on your website homepage.
- Re-launch any prior Google or social media advertising.
- Plan weekly postings about safety, payment plans, financing or offers to your landing pages.
- Temporarily pin the announcement to the top of the homepage /social media pages for easy visibility.
- Create a list of patient FAQ's related to infection control, and film short answers to each question to share on social media, via email, and on your website.
- If you are offering teledentistry, add a page to your website that provides a video demonstration of the steps patients will need to take.
- Call your local media to do a feature on your dental practice on what you have done to adapt to COVID-19. [\\*See Toronto Sun Media Example](#)

# MARKETING TASKS

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- Add a temporary banner outside your office to let the neighbourhood know you are reopened and seeing patients.
- Give each patient a branded bottle of hand sanitizer along with their toothbrush and floss.
- Add a link to your respective Dental College's recommendations/guidelines on your website.

# PPE SUPPLY

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- Order keyboard covers or disinfectable keyboards.
- Submit your order for N95s and follow up every day for the delivery date.
- Order level 1 or level 2 masks to cover the N95 for repurposing.
- If you receive N95s, work to find a company that will do your fittings.
- Allocate five N95s per operating clinician (Dentist and CDA) per month.
- Get familiar with the CDC's recommendation to reuse and repurpose N95s and the process of how to do it.  
[\\*See CDC Recommendation](#)
- Place an order for KN95s and Face Shields.
- Finalize the process of gowns through disposable, purchased, rented linen or washing and drying systems.
- Order face shield headbands with disposable visors for all clinicians.
- Order infrared thermometers for temperature taking on the team and patients daily.
- Bulk order your hydrogen peroxide for pre-procedural rinse.
- Order your hand sanitizer with 70-90% alcohol-based for multiple hand washing stations.
- Make sure each clinician has goggles or eyewear provided.

# PPE SUPPLY

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- Order caps as part of PPE.
- Have enough nitrile gloves on hand as per IPAC.
- Set up a team roster and document an allocation of masks, shields and gowns.

# FACILITY PREPARATION

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## RECEPTION ROOM

- Set up area to screen upon arrival outside the office entrance.
- Clear out the following out of the reception room: tables, coffee station and kids play area items/furniture.
- Place the chairs 6 feet apart to support physical distancing.
- Set up hand washing stations with alcohol-based hand sanitizers at the entry, dismissal and bathroom.
- Place a line on the floor 6 ft from admin desk for patients to stand when checking out.
- Insert temporary inexpensive plexiglass sneeze shield with cut out for payment machine.
- Make sure you have a tap function to accept payment.
- Disinfect the POS machine.
- Wipe down the desk and common areas twice per day.
- Place Donning & Doffing Posters for team reference. [\\*See Posters](#)
- Post the help prevent the spread posters

## BATHROOM

- Touchless hand station and paper towel
- Cleaned frequently during the day [\\*See Full Bathroom Guide](#)
- Record of Cleaning/Bathroom Log – posted on a wall chart with the time and person accountable.
- Hand washing poster of the 20 second method posted
- Make sure there is a foot pedal closed garbage can and post a sign for the person to turn on the fan before departure

# OPERATORY SET UP FOR AGP

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- Assign in the computer the specific Aerosol Generated Operatories.
- Print the sign for the entrance to AGP operatory.
- Set up a 'clean' area for donning PPE.
- Research and purchase air purifiers that will exchange air to shorten the wait time between operatories.
- Consider closing open operatories with plastic, plexiglass and/or doors
- Touchless foot pedal closed garbage cans marked soiled in the doffing station.
- Set up hand washing stations with alcohol-based hand sanitizers in the donning and doffing areas.

Note: Different governing bodies are recommending a variety of time frames that it takes for aerosols to settle and rooms to be used again.

[\\*See more info on AGP Operatory Setups](#)



# TEAM & COMMUNICATION

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- Leader/Owner/Management to send a personal letter to their team, welcoming them back and documenting all the changes that you've made for their safety. [\\*See Sample Leadership Letter](#)
- Leader/Manager to meet with each team member to redefine their role, hours and future position.
- Remind team about available social and mental health supports during this stressful time, and encourage them to use these resources.
- Inform the team they will be screened for COVID-19 each morning before they begin seeing patients.
- Design a system for documenting the team's daily screening consent. [\\*See Team Consent Form](#)
- Review the employee COVID-19 illness amendments with team. [\\*See Illness Document](#)
- Educate and review the importance of how they can mitigate risks when commuting to and from work (e.g., carpooling, public transit, family who travels).
- Schedule training sessions about PPE and give instructions on how to do donning and doffing.
- Schedule a practice training Donning and Doffing with PPE using posters and visual aids. [\\*See Donning & Doffing Posters](#)
- Write an updated office infection control and sanitization protocol for your team. [\\*See IPAC checklist](#)

# TEAM & COMMUNICATION

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- Review the procedures acceptable for emergency and urgent care based on the provincial guidelines.
- Educate the team about Aerosol and non aerosol procedures  
[\\*See AGP and NAGP information](#)
- Pull a list of patients who haven't visited your office within the past 12 months. Reach out to all of them who do not have an appointment and get them on the schedule. This is a good way to make sure nobody who is due for appointment gets missed.
- Train the admin team with the Teledentistry platform and how to incorporate into your practice.
- Teach the team the Post COVID-19 patient cycle of care experience

# PATIENT EXPERIENCE

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- Plan scripting or communication for post COVID-19 changes.
- Add your new COVID-19 process to the answering machine, to social media, and when speaking on the telephone.
- Prepare the patient that they must wait in the car until we inform them. Communicate with patients that they are the only one able to enter the practice.
- Engineer the schedule for alternating operatories in phase 2 to leave time for aerosol settling until purifiers arrive.
- Calculate prior to the visit the co-pay and patients portion.
- Prepare for phase 3 by contacting patients who were rescheduled or cancelled due to the shutdown and schedule them in the current hours.
- Implement the patient experience that is contactless.
- Organize how you will electronically send patients their pre-screening documents the day before their appointment.  
[\\*Use Phase 2 COVID-19 Patient Consent Form](#)
- Set up an engineered schedule of which operatories will be used for AGP.
- How will patients pay with touchless methods? (Fee-for-service offices not taking assignment need to seriously reconsider at least for now)
- Implement the steps of 'COVID-19 cycle of care' (CCC).

# COVID-19 CYCLE OF CARE (PATIENT EXPERIENCE)

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Implement the *COVID-19 Cycle of Care Patient Experience*.

1. **Confirmation** - inform the patient of the new COVID-19 systems.
2. **COVID-19 Pre-screening** - Send it the night before.
3. **Arrival** - Patient checks in from their car.
4. **Permission to Enter** - utilize two-way chat text to inform the patient when you are ready for them.
5. **Temperature** - with an infrared thermometer take two readings and document in the patient file.
6. **Treatment Room** - direct the patient to their assigned operator.
7. **Appointment Completion** - Post the codes and pre-book the patient before they leave the operator.
8. **Check-out** - autobilling payments using technology or distancing at the front desk.
9. **Submit Insurance** - file claims electronically with no signatures.
10. **Follow Through** - care calls and post-op.
11. **Ratings/Reviews** - send out a patient survey on how they perceive your COVID-19 changes and/or ask for them to do a practice review.