

IMPORTANT INFORMATION FOR PATIENTS ABOUT OUR SAFETY PROCEDURES

At the College of Dentistry we are working to provide the high-quality dental care you expect, while keeping everyone—our patients, students, staff, and the community—safe.

Screening questions about COVID-19

- You will be asked these screening questions several times
 - When you call to schedule,
 - 1-2 days before your appointment,
 - When you check in for your appointment
- If you answer YES to any of these questions you will be rescheduled for another time.

COVID-19 Screening Questions

1. Do you have any flu-like symptoms including headache, fever > 100F, cough, difficulty breathing/shortness of breath, sore throat, recent loss of taste or smell, chills, muscle pains, fatigue, loss of appetite, or positive or pending COVID-19 test?
2. Have you had close contact with anyone during the past 14 days who has been told they may have a positive or pending COVID-19 test?

We are limiting the number of people in the College of Dentistry

- Reducing the number of people in our clinics helps assure physical distancing.
- Patients are requested to come alone to appointments unless an escort is required (minors, dependent adults, and sedation patients only).
- Please arrive as close to your appointment time as possible to reduce your time spent in a waiting area.
- We have reduced the number of staff members in the building by allowing those who are able to work from home.

Face masks are required

- Face masks are required for everyone in the College of Dentistry.
- Face masks must cover your mouth and nose at all times except when in the dental chair for your appointment.

Temperatures are taken at the door

- Temperatures are taken for everyone who enters the building.
- If your temperature is over 100F your appointment will be re-scheduled for another day.

Physical distancing

- Everyone is encouraged to maintain social distancing (6 feet apart) while in our waiting areas, elevators, restrooms, and cafeteria.

Infection Control in Treatment Areas

- Our clinics follow infection control recommendations by the U.S. Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA) and the American Dental Association (ADA). We also stay up to date on notices they provide.
- Treatment rooms are thoroughly cleaned and disinfected following each patient.
- Our providers and staff have the essential Personal Protective Equipment to protect themselves and you.
- We have improved our ventilation.

Cleaning protocols

- We regularly clean and disinfect our high-touch areas in waiting rooms, restrooms, and elevators.

To minimize risk of transmission

- We have removed all magazines from the waiting rooms.
- You may request a disposable plastic cup for water (you may not refill water bottles at water stations).

Additional information and reminders

- Follow-up after appointment. Please contact us if you develop any COVID-19 symptoms within 2 days after your appointment.
- COVID-19 Testing. Free testing is available through Testlowa. Go to testiowa.com or contact your primary care physician.
- Please call us at least 48 hours in advance if you cannot keep your appointment. Since we are limiting the number of appointments per day it is important that you contact us so we can reschedule you and give your appointment to another patient.
- Pay your bill safely:
To avoid lines and contact: pay your bill on-line at dentistry.uiowa.edu/payment
Or call 319-335-9451 to make a credit card/debit card payment.
- Information about the novel coronavirus may be found here: cdc.gov/coronavirus/2019-ncov/index.html
- Look for more information on our clinics and safety measures by going to our website: dentistry.uiowa.edu/patient-care-covid-19

Please let us know if you have any questions or concerns.

*You make a difference in the education of our future dentists!
Thank you for your support of our academic mission.*