

OFFICE SAFETY PROCEDURES

We value our patient's trust and loyalty and welcome everyone back to our clinic!

Infection control has always been a top priority in our clinic for decades. We have always maintained very strict infection control protocols and procedures to keep our patients and staff safe from the spread of illness and disease. COVID-19, in addition to the spread of influenza, has not changed our protocols but only heightened our awareness and diligence towards important infection control safeguards. By following the recommendations and guidelines made by the Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), and the American Dental Association (ADA), we have implemented additional safety precautions to help protect our patients and have implemented new screening measures, changes to check-in/check-out procedures, as well as limiting the number of patients appointments each day.

BEFORE ARRIVING:

- A COVID-19 health screening form will be sent to you prior to your appointment. You must complete this form, sign it & send back to us BEFORE your appointment. If any answers are "YES", we must reschedule for a later date for everyone's safety.

UPON ARRIVING:

- Call our office at 972-233-1312 and remain in your vehicle. My assistant, Amanda, will come out to escort you or your child inside the office.
- Unfortunately, we cannot admit anyone into the office other than the patient at this time...**this includes parents, spouses, siblings for the first few weeks of our re-opening but this will change and parents and caregivers will be allowed but no siblings.**
- Anyone entering the office **must** wear a face covering of any kind.
- To minimize cross-contamination, we will ask you to dispose of any outside gloves before you enter.

- Upon entering the office, we will ask you the COVID-19 health screening questions. (Parent, please come to the door if you need to answer questions for your child) If any answers are “YES”, we must reschedule for a later date for everyone’s safety.
- Amanda will take your temperature (Must be <100.4) and ask all patients to use our hand sanitizer at our Hand Sanitizing Station and/or wash their hands in our restrooms.
- Amanda will escort you to a therapy room at which time, the face covering can be removed but put back on after you leave the therapy room.
- We will be scheduling appointments in a manner that promotes social distancing and allows for adequate time for us to disinfect all areas of use in between patient appointments.
- We have added Medical grade HEPA Air Filtration AIR PURIFIERS in the office.
- We will be wearing all the required Personal Protective Equipment (PPE) in accordance with CDC & OSHA guidelines.

PATIENT DISMISSAL:

- Amanda will escort you to the front door. (You will be asked to put your face covering back on as you exit the clinic.) Amanda will call the parent 5-10 minutes before the end of the child’s appointment to make sure they are in the parking lot and she will escort your child to your care. It is vital that all patients arrive on time and be picked up on time. We ask that you are prompt with picking up your child as there is no “waiting room” available for your child to wait.
- For the first few weeks, no in-person feedback from Dr. Franklin will be provided regarding therapy to allow us the time needed to clean and disinfect areas in preparation for the next therapy session. Dr. Franklin will verbally communicate feedback via Amanda at the end of your child’s therapy session or via email, handwritten notes or telephone until we are able to have parents in our reception area and therapy rooms again.

PATIENT ACCOUNTS:

- With our reception room closed, we will not be able to take payments in the office. It is recommended a credit card be left on file. When your child is checked in for their appointment, your credit card will be charged for the amount due for the session. If you do not wish to leave a credit card on file, then a check or cash must be brought to the patient check-in at the front door for every visit.

ADDITIONAL INFO:

- For your first visit back, we ask that you update us prior to you or your child's appointment via email any concerns, questions, etc. that you would like addressed as well as update us on the progress or lack of progress of practicing their homework exercises while we were out as well as consistently and correctly following allergy protocols.
- It will be imperative that all patients take their allergy medicine consistently and correctly now with Covid 19. Otherwise, it will be assumed that any sneezing, coughing, difficulty breathing, nose itching, nasal salute, frequent nose blowing, nasal discharge, etc., will mean the patient is sick and the patient will not be allowed into the clinic or stay in a therapy session. The patient will be charged for that appointment and not allowed to be seen for therapy until they are "well" meaning they have been compliant in following their allergy protocols as recommended by their Allergist.
- Please remember to bring all your therapy materials to your appointments. (Folders, exerciser, & any other supplies.)