

## **Template Office FAQ Call Script**

**Q: I have an upcoming appointment. Should I reschedule in light of the new coronavirus?**

A: If you are healthy, there's no need to cancel your regularly scheduled dental appointment. We do ask that you arrive on time for your appointment, rather than early, to minimize time spent in the waiting area.

We are asking patients to use their best judgement and caution surrounding upcoming appointments. There will be no cancellation or rescheduling fees during this time if you would like to reschedule.

If you are ill with flu-like symptoms, you should reschedule your appointment, which I can assist you with.

If you or someone you are in close contact with have recently traveled to a country with large outbreaks of COVID-19 or if you have been exposed to someone else who was diagnosed with COVID-19 or who was quarantined as a precaution, you should reschedule your appointment for at least 14 days from now, which I can assist you with.

If you are over the age of 60 or have an underlying medical condition, such as diabetes and kidney disease, that does make you more at risk of becoming seriously ill if you are exposed to the new coronavirus, in which case you may want to reschedule your appointment. I'm happy to assist you with this.

We will continue to closely monitor updates from the CDC, the ADA, the World Health Organization and our state officials. In the case of new information, we will keep you informed of any changes to our procedures or appointments.

**Q: Are you sure it's safe to keep my appointment? What is your practice doing to protect patients from the virus?**

A: **At all times**, we adhere to the highest level of precautions and protocols in our practice to prevent the spread of infection, including COVID-19. We follow the CDC's guidelines for infection control procedures every day, which you can find on their website.

Surrounding the new coronavirus, we are taking additional precautions, which you also can find on the American Dental Association's website.

These precautions include:

- working with patients to reschedule their appointments if they are feeling any flu-like symptoms.
- working with patients to wait 14 days before making an appointment if they or someone they are in close contact with have recently traveled to a country with outbreaks of COVID-19; or if

they have been exposed to someone who was diagnosed with COVID-19 or quarantined as a precaution.

- asking that patients to arrive on time, rather than early, for appointments to minimize the amount of time patients spend in the waiting area.
- removing magazines, reading materials, toys and other objects from the waiting room area.
- cleaning and disinfecting all public areas frequently, including door handles, chairs, bathrooms, etc.
- **Include any additional office-specific protocols or precautions that should be shared with patients.**

**Dental Practices** – Please visit [the ADA's website on COVID-19](#) for additional information on questions to ask patients to help identify symptoms, what to do in the event of a suspected COVID-19 case, and what to do if a patient who has tested positive for COVID-19 is in need of emergency dental treatment.