

Video Transcript: June & July COVID-19 Procedures for Appointments

Dr. Lisa Strickland: Hi, welcome to Whole Tree Dentistry! So this is our 2nd video coming to you since COVID-19 came to Georgia, and we just want to give you an update. This will be our June and July protocol for patients - very similar to what we did for the month of May but just a couple of minor changes.

So we're no longer asking you to wait in your car or check in at the front table, we'll just have you proceed to the front door. So our front door is glass; you'll be able to peer in. If there's someone standing at the front desk we just ask that you wait in our outdoor waiting area. We'll have a few chairs, and we'll have it taped off so you can social distance. But once you see that person step away from the front desk, if you'll just step in, that's where they'll take your temperature and do your COVID-19 questionnaire, and then they'll direct you to a safe place for you to sit. So we have plenty of seating on the inside but we will be spreading you out to make sure that everybody feels safe.

We'll take you back to the operatory when your dental suite is available. We'll still continue to do our peroxide-based pre-rinse. It's a 20 second rinse and it just cuts down on the bacteria and viruses in the mouth. It just makes the appointment a little bit safer. So we'll do your dental procedure, we'll try to make your appointment in your dental suite, and then escort you out the back door. But if you have some insurance you need to take care of, or you need to make a lot of appointments, we'll take you up to the front desk as soon as it's safe.

So remember we did have those UV sanitizers installed in our HVAC system so that's making us all feel a little bit safer. We're just doing everything we can to make your appointment safe and make everybody feel safe. We're also wiping everything down constantly just doing everything we can.

So it's been great, we've been up and running a month now and I feel like everybody feels good; I've been talking to a lot of patients and everybody feels like we're doing all that we can because at the end of the day nobody really knows how this virus is working completely, right?

And so this will be our protocol, like I said, for June and July. We're working on our backlog of patients, we're getting our patients back in one patient at a time. Everybody's been great, everybody's been so patient, so kind, and we just appreciate you so much. We're working through it and we're trying the best we can to get back to our new 'norm'. We appreciate you being part of our Whole Tree Family, we thank you, we love you, and God Bless!