

August 17, 2020

Dear Wake Tech Dental Hygiene Clinic Patient:

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our Dental Hygiene Clinic and College and you may have seen this during your visits to our clinic. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our clinic to keep patients, students and staff safe.

Our clinic follows infection control recommendations made by the American Dental Hygienists' Association (ADHA), American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), Statewide Program for Infection Control and Epidemiology (SPICE) here in North Carolina, the North Carolina Department of Health and Human Services (DHHS) and the Organization for Safety, Asepsis and Prevention (OSAP). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients, students and staff. For example:

- Masks must be worn in order to enter all buildings on our Campus.
  - If you are not willing or able to wear a face mask, we will need to delay appointments until after the pandemic has passed and face masks are no longer required. Please do not make an appointment if you will not or cannot wear a mask on campus.
- Our clinic will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you arrive to the campus and will have your temperature taken.
- We have hand sanitizer that we will ask you to use when you enter the reception area. We will have you wash your hands as you enter the clinic operatory before being seated.
- You may see that our reception area will no longer offer magazines, brochures, children's toys and so forth, since those items are difficult to clean and disinfect.
- No additional guests are allowed in the reception area or clinic.
  - Parents of minors will only be allowed on the clinic floor to sign paperwork and must return to the reception area during treatment.
- Not all units will be utilized in the clinic in order to allow for required social distancing. Approximately half of the chairs on each side of clinic will be utilized each clinic session.
- It is advised to bring a light jacket, sweater, etc with you as the clinic temperature has been lowered to accommodate the students and faculty who will be wearing extra personal protective equipment which becomes hot for the wearer.

The protocol for arriving on campus and making your way to the Dental Hygiene Clinic:

- As soon as you arrive to the parking deck on campus, call or text your assigned student and

await instructions on entering the building to the clinic.

- Again, you will be required to wear a mask to enter the building.
- When your student tells you it is time to enter, you will enter the door on the first floor of building B closest to Holston Lane and proceed straight ahead in the corridor. At the end of the corridor, you will turn left to the Up stairwell OR right to the elevator where no more than 2 people may ride the elevator at a time.
- When you arrive at the front door of clinic, you will meet your student outside the reception area where your temperature will be taken and screening questions again reviewed.
- You will then check in at the front desk and pay fees up-front before going to the dental unit with your student (unless it is a screening appointment – then you will pay when appropriate x-rays are determined).
- Patients will keep their masks on until students are ready to work in the mouth. They will be placed back on any time that students are not actively working in the mouth.
- During the appointment, if you need to use the restroom, you will remember to wear your face mask and exit out the back door of clinic and turn left to access the bathroom – on the right side of the hallway. No more than 2 people may use the restroom at a time. Upon exiting the restroom, you will turn right and enter back through the reception area of the clinic
  - At the end of the clinic session, at dismissal time, everyone will exit at the back of clinic and proceed down stairwell #2 and out the front door of the building (facing Sunnybrook Road). You will then turn right to get back to the Wake Tech Parking Deck.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our clinic. To make an appointment, please call our office at 919-747-0126 or send an e-mail to [dhclinic@waketech.edu](mailto:dhclinic@waketech.edu).

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

*Wake Tech Dental Hygiene Clinic*