



3/16/2020

With the recommendations and regulations on how to handle Coronavirus are constantly changing, we have updated our policy. The Virginia Board of Dentistry has recommended that for the next 2 weeks, we perform only emergency dental procedures. In order to do our part in curbing the spread of this infection, we have decided to follow these guidelines. We will be available for emergency treatment during this time, but no regular care appointments or treatments that can wait to be scheduled when we are running back at normal speed. For people who do need to be seen for emergencies, we will continue to follow the policies below. Dental emergencies include:

- Significant pain or swelling
- Broken teeth due to trauma
- Consistent bleeding in the mouth
- Bleeding that is not easily controlled

If you are experiencing one or more of these symptoms, please call to get in touch with the emergency line. If we miss your call, we will return it asap within 1 business day.

Thank you for your understanding!

3/14/2020 COVID-19 update

With the unprecedented measures taken by the government and suggested by the CDC and NIH affecting all of our lives, we at Charlottesville Blue Ridge Dental, have yet again increased safety measures to insure minimization of exposure chances to the Coronavirus COVID-19 while in our dental facility. We wanted to send this information to help our patients know what to expect and to help our patients feel comfortable with visiting our facility in this unpredictable time.

First and foremost, we are open for business on our normal schedule. If you have an appointment, we're expecting you and will be happy to serve you. If you have an emergency, please call and we will find a time to take care of your needs. As a quick review of measures recently implemented:

- We are screening patients on the phone when making/confirming appointments with questions to evaluate risk of exposure to COVID-19. If we determine the patient to be at significant risk, we will reschedule the appointment so the patient does not enter the office.
- We are asking the same screening questions to each patient upon entry in our office and we will reschedule any patients who are determined to be at significant risk for previous exposure.
- We are requesting each patient who enters the office either hand wash or hand sanitize immediately before touching any shared surfaces.
- We have removed magazines and books from the waiting room to reduce the number of potentially shared touched surfaces.
- We have significantly increased the frequency of disinfection of shared surfaces such as chairs and door knobs.

Following the cancellation of schools and the release of guidelines for social distancing and the avoidance of groups, we have **further increased** the safety measures being taken in our office.

- We will now be disinfecting the waiting room and shared surfaces **HOURLY** so as to treat commonly touched surfaces after each "rotation" of patients.

- We will attempt to stagger the schedule so as to prevent too many people being in the waiting room or in any shared space at the same time.
- We will be implementing a “wait in your car” system for anyone who would prefer to not sit in the common spaces or if the waiting room is becoming crowded. After checking-in at the desk, if we cannot seat you immediately, you can return to your car and wait for us to send a text message to your cell phone informing you that we are ready for your appointment. This arrangement can eliminate time spent in the waiting room with other patients.

If you have an appointment with us and have concerns about potentially being previously exposed, please let us know! Being a responsible citizen and minimizing your contact with others is critical to slowing the spread of this infection.

As always, our primary concerns are the safety of our patients and our team. With these measures taken to limit the potential for exposure, we are confident our patients can continue to visit our office for their oral healthcare with confidence. Thank you for trusting us with your care!