

HOW GROVE SMILES® IS RESPONDING TO CONCERNS ABOUT CORONAVIRUS (COVID-19)

Grove Smiles® has been closely monitoring the spread of COVID-19 (coronavirus) and we want to assure you that Grove Smiles® is prepared for a wide range of possible scenarios – focusing on the health and safety of our employees, while continuing to deliver excellent services to our patients, as our top priorities.

Our public health emergency plan guides how we handle everything from flu season to pandemics. Under that plan, Dr. Stephen J Parr is working with UM Medical Directors, to take immediate steps to help protect employees and patients from this potential threat and prepare for further actions.

What You can Do

- Continue to check in our grove-smiles.com website for all your dental needs and questions or call 305-858-0505. We are here for you and will continue to deliver the exceptional service you expect and deserve.
- The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory diseases.
- Visit the Centers for Disease Control and Prevention (CDC) <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html> for the latest information on COVID-19.

What we are doing

We are taking the following proactive steps to ensure the continued health and safety of our employees so that we can continue to serve you. We will continue to evaluate additional measures as needed.

- We are monitoring guidance from the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO). These agencies guide countries and businesses on any extra precautions to take. In the case of any widespread illness, Grove Smiles® is well prepared to implement plans to manage the needs of our employees and patients.
- As a precautionary step, we have restricted international business travel and are asking employees who have travelled internationally or participated in a cruise to self-quarantine at home for 14 calendar days.
- In addition, we have cancelled employee participation in most offsite events and external training, regardless of location, through the end of May, and are asking teams to reschedule any meetings with more than 100 employees as virtual only.
- We also increased our cleaning measures in all facilities and are proactively educating and addressing questions from employees on steps they can take to protect themselves and their families
- We, as dental professionals, should be able to identify a suspected case of COVID-19, and should not treat the patient in the dental facility, but immediately quarantine the patient and report to the infection control department as soon as possible, particularly in the pandemic period of COVID-19.
- Patient screening prior to treatment is a must!

For your protection:

(before we can lead you to the dental chair-side), we will be:

- taking your body temperature using contact-free forehead thermometer***
- we require that you answer the following questionnaire :***

1. Do you have fever or experience fever within the past 14 days? Yes No
2. Have you experienced a recent onset of respiratory problems, such as cough or difficulty in breathing within the past 14 days? Yes No
3. Have you, within the past 14 days, traveled to Wuhan city and its surrounding areas, or visited the neighborhood country with documented COVID-19 transmission? Yes No
4. Have you come into contact with a patient with confirmed COVID-19 infection within the past 14 days? Yes No
5. Have you come into contact with people who come from China, Italy, Iran, South Korea, France, Spain, Germany, and its surrounding areas, or people from the neighborhood with recent documented fever or respiratory problems within the last 14 days? Yes No
6. Are there at least two people with documented experience of fever or respiratory problems with the last 14 days having close contact with you? Yes No
7. Have you recently participated in any gathering, meetings, or had close contact with many unacquainted people? Yes No

If you reply “yes” to any of the above screening questions, and your body temperature is below 37.3 C, we can defer the treatment until 14 days after the exposure event. You should be self-quarantine at home and report any fever experience or flu-like syndrome to the local health department (call your Doctor)

If you reply “yes” to any of the above screening questions, and your body temperature is above 37.3C, you should be immediately quarantined, and we, as your dental professionals, should report to the infection control department of the hospital or the local health department.

If you reply “no” to all the screening questions, and your body temperature is below 37.3C, we can treat you using our already implemented infection control measures.

If you reply “no” to all the screening questions, and your body temperature is above 37.3C, you will be instructed to see your family doctor, or go to fever clinics or special clinic for COVID-19 for further medical care.