

**Dr. Werleman & Associates**  
**195 Stock Street, Suite 310**  
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**(717)633-5874**  
**[www.hanoverdentistry.com](http://www.hanoverdentistry.com)**



# Safety and Office Protocols

We are proud that our safety and infection control protocols have always exceeded the guidelines of OSHA, the ADA (American Dental Association), and the CDC (Center for Disease Control). Our office atmosphere provides one of safety to all who enter.

In light of the current COVID-19 Pandemic, we have added to our usual stringent infection control practices. This document outlines the protocols that reflect the changes and upgrades to keep everyone safe. **If you are experiencing any of the symptoms of any respiratory illness, you are urged to stay at home.**

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1. General Safety Protocols
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**General Safety Protocols:**

- Hand washing is the best way to prevent the spread of most infections. Proper hand washing is the key. Wash your hands thoroughly for 20 seconds with soap and water, then dry. An alternative method is using an alcohol-based hand sanitizing solution. Hands are washed upon arrival to the office, before and after each patient encounter.
- Proper usage of PPE (personal protective equipment) such as masks, gloves, jackets/gowns and face shields are used when needed to protect you.
- Every person entering the office will be screened daily including but not limited to completing a screening questionnaire and having your temperature taken. If you are found to have a body temperature of 100.4°F or higher or refuse to have your temperature taken, you will be sent home.
- If you are found to have any of the risk factors, a follow-up series of questions will be asked, and you will be required to complete/answer.
- If it is found that a patient's screening is at all questionable, you will be sent home and be rescheduled for your appointment.



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## Team Guidelines

- Every team member will be screened daily. If a team member is found to have a body temperature of 100.4°F or higher or they refuse to have their temperature taken, they will be sent home.
- If any direct family member displays signs of any type of respiratory infection and/or fever, that team member will be asked to stay at home.
- Team members are expected to keep countertops clear of personal items and wiped down regularly with disinfectants.
- Team members are expected to have excellent personal hygiene which includes hair tied back, limit jewelry, fingernails kept short and clean.
- If a team member chooses to keep an additional pair of shoes at the office, it will be their responsibility to keep the street shoes away from others' personal property.
- Cell phones should be kept away from patient treatment areas, cleaned regularly, and kept in a plastic bag. Cell phones are only to be accessed during lunch and at the end of the workday.
- Before leaving the office, team members must dispose of all PPE appropriately, disinfect and/or sanitize re-usable PPE, then wash hands thoroughly.



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### Scheduling Appointments

- For your convenience and safety we now have contactless pre-booking and pre-payment of your portion of the appointments. This will reserve your spot in our schedule. Payments are accepted over the phone with a debit or a major credit card. No dental insurance? Our Loyalty Membership Plan has you covered. We also offer affordable payment plans to fit your lifestyle. Please ask when you call.

### Pre-screening Via Phone, Text, or Email

- Before your appointment, we will call, text and/or email you to confirm your appointment and review the COVID-19 screening questionnaire. Your answers will help us determine your risk of being infectious. If we find that your answers confirm that either you or a member of your household could be infected, we will assist you in rescheduling your appointment.
- **We ask you to please confirm your reserved time 48 hours prior to keep your reserved spot. Any unconfirmed appointments may be released to another person if we do not hear back from you.**
- We will be accommodating our patients one person at a time to ensure your safety and comfort. Should you be required to complete new medical history forms, they must be submitted electronically to our office before your arrival so they may be reviewed. If you need assistance with accessing or completing the forms, please contact our office at (717) 633-5874.
- Upon arrival in our office, the questionnaire will be repeated to be sure that nothing has changed since the questionnaire completion.



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- If you are a high-risk patient which includes but is not limited to the following, we will make every effort to schedule you at the first appointment time to maximize the social distancing factor:
  - over age 65
  - immunocompromised
  - diabetic
  - high blood pressure
  - obese
  - presence of cardiovascular disease (controlled or not controlled)

### **Patient Protocols Upon Arrival for an Appointment:**

- When you arrive to our building, please either text or call the office when you are safely parked. We will text or call you when we are ready for your visit. Please wear your facemask when you enter the building and our office.
- Patients will be required to present to the office unaccompanied, (with the exception of minor children) and enter treatment room alone except where appropriate.
- You will be asked to either wash your hands with soap and water or to use hand sanitizer. You may also be asked to use a pre-treatment mouth rinse as appropriate.
- You will be expected to be aware of social distancing procedures and follow them as you would when in other public places.
- We will make every effort to stay on time with your appointment. However, please be aware that unexpected delays do occur in the dental office setting. We kindly ask that you remain patiently in your vehicle until the office environment is again safe in terms of traffic.

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- When you arrive to our office, you will notice some slight changes in the reception area. We have eliminated magazines and brochures and reduced the number of chairs to ensure adequate space for social distancing.
- Please be responsible with the health and safety of others and advise us of any changes in your symptoms from the time you first took the questionnaire through the time you present to the office.
- Please use the restroom before you enter the office to prevent the need for excess disinfection of surfaces as products are scarce and we must all conserve.
- We will take your temperature, review answers from questionnaire, then assist you in the hand washing instructions and will escort you to the treatment room to limit your time in the common areas.
- You will notice that common areas will be wiped repeatedly before and following each patient encounter.

### **Patient Protocols in Treatment Rooms**

- As part of our new safety measures, we have added air purifiers that contain the most sophisticated HEPA filtration system available as well as treatment for the highest air quality possible.
- Patients will be escorted to treatment rooms once all disinfecting and cleaning protocols have been completed. Please note that you may be asked to wait while the next area is prepped.
- Devices will be used when possible during treatment to reduce the amount of aerosol produced. Your tooth/teeth may also be disinfected prior to being prepped with handpiece to reduce the amount of contaminated aerosol produced.

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- Both high speed and low speed suction shall be used whenever possible to assist in the reduction of aerosols.
- Disposable materials are discarded immediately.
- Non-disposable equipment is disinfected then sterilized appropriately immediately following use or contamination.
- Patients should wash hands prior to leaving the treatment room and use hand sanitizer upon departing from the office.

### **Additional Information**

- Our goal is to provide all our patients with the highest quality care using the latest technology with the most attentive and accommodating customer service while exceeding all safety and health protocols available to date.
- As information changes daily, we are committed to keeping up with all changes and making any appropriate modifications to our protocols.
- Our team strictly adheres to these health and safety practices and compliance to these and any future changes is mandatory.
- We will continue to work with our referring offices to ensure your dental care is seamless, efficient, and as comprehensive as possible and appropriate. All attempts will be made to minimize non-essential visits by completing procedures same day when possible.

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Dr. Werleman & Associates Team loves our patients! Your safety and ours is of the utmost importance. Although we feel that our office is one of the safest environments, we are confident that our upgrades in equipment, protocols and procedures shows our commitment to significantly reduce the risk of transmitting diseases to our patients, our team and families. Our hope is that you also do YOUR part!

We will be posting updates to our patients via text, e-mail and on our social media platforms. Follow us on Facebook at <https://www.facebook.com/HanoverDentistry/> or on Instagram at <https://www.instagram.com/hanoverdentistry/>.

**Stay healthy and stay safe and we look forward to seeing everyone very soon!!**