



## **What to Expect at the Dentist During COVID-19**

Maintaining your oral health, including routine visits to the dentist are important for your overall wellbeing. If you are due for a routine visit or need an emergent issue treated, here are some questions you can ask your dentist's office or clinic to make sure you feel safe and understand any changes due to COVID-19.

### **Are there tele-dentistry options available?**

Depending on the service you need, your dentist might be able to help you, or plan next steps over the phone or video. If you think this might be a good option for you, call your provider and ask them about it.

### **What safety protocols have you added or modified to mitigate the risk of COVID-19 transmission?**

Ask your provider about: mask requirements, disinfecting, how many patients are allowed in the office/waiting room at a time, pre-appointment symptom screening, provider personal protection equipment, and physical social distancing requirements.

### **Will cleanings or other services be different than usual?**

Cleanings might be different than you are used to in order to limit aerosols and droplets in the air. Ask your provider in advance if there are changes you should expect to the dental services you will receive.

### **Will I be charged a Personal Protective Equipment (PPE) fee?**

Some providers are charging a PPE fee, or fee for the extra PPE they need to use in order to protect against the spread of COVID-19. Ask your provider if you will be charged a PPE fee or any additional fees.

### **If I am seeking non-urgent care should I postpone my visit?**

The safety precautions that your dental office has put in place are meant to reduce the risk to staff and patients of the spread of COVID-19 in the dental setting. However, any activity outside of your home where you interact in close contact with other people does carry some risk. This decision is ultimately up to the patient. If you do not feel satisfied with the measures taken by your provider to reduce risk, then continue the discussion with your provider and consider postponing your appointment until you feel comfortable.

### **Additional Informational Resources:**

- For General Information about COVID-19, visit [portal.ct.gov/coronavirus](https://portal.ct.gov/coronavirus) or call **2-1-1**
- If you have specific questions about COVID-19, email the CT Department of Public Health at [COVID19.DPH@ct.gov](mailto:COVID19.DPH@ct.gov)
- For more information about COVID-19 Recommendations for Dental Settings, visit <https://www.cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html>