

Dialogue Options in Communication during Covid-19

Confirmation and Pre-Screening

“Hi Mr./Mrs. _____ this is _____ from Dr. _____ dental practice. How are you today/how have you been? We are reaching out to you, not only to confirm your reserved/scheduled appointment on _____ at _____ but to also share additional safety protocols. First, can we confirm your appointment? (Pause) if Yes, That’s terrific. Additionally, part of the new protocol since re-opening is to ensure the safety of our patients and team. I’d like to ask you some screening questions related to Covid-19 symptoms, if it’s okay with you?

1. Do you have or are you experiencing?

Fever

Dry Cough

Shortness of Breath

Loss of Sense of taste or smell

Runny nose

Sore Throat

Have you travelled outside the US in the past 14 days to countries that have been affected by COVID-19?

Have you travelled domestically by Commercial airline, bus or train in the past 14 days?

2. If No, to all

“Thank you for answering the questions. When you arrive, we will be asking that you call upon arrival, so we can invite you in as we are recognizing social distancing. **We are seeing patients one at a time.** (edit if you are not) Additionally, we will be taking your temperature when you enter the office.

We are so grateful for our wonderful patients, and are committed to your health. We look forward to seeing you _____ at _____.” “Do you have any questions?”