

COVID-19 UPDATE

Dental visits are different now that COVID-19 is a reality. If you have an upcoming appointment, for the protection of all our patients and staff due the recent outbreak of COVID-19, we are requesting the following:

Call us prior to your appointment to conduct COVID-19 questionnaire and go over check-in procedures.

PROTOCOLS

1. Screen **ALL** patients and parent/guardian before scheduling. Advise patients to check their temperature at home.
2. Administer COVID-19 questionnaire when scheduling appointment and confirming appointment.
3. Patients need to wait in their personal vehicles or outside dental office until their appointment.
4. Inform patient that a mask is required when entering building and to call us before entering the building. Our waiting room is currently closed to minimize patient involvement in front.
5. Take patient's temperature before proceeding with dental appointment.

If you have an illness or are exhibiting symptoms, we recommend you cancel and reschedule your dental appointment. Some illness and symptoms include:

- a cold or the flu
- fever or nausea
- severe headaches or body aches
- muscle or stomach pain, chest pain or difficulty breathing
- vomiting or diarrhea
- active tuberculosis (TB)
- mumps, measles, chickenpox
- other contagious disease

Please notify our staff before your appointment if you or someone you are in close contact with have recently traveled to one of the countries with large outbreaks of COVID-19 (ex. China, Italy, Iran, Spain, South Korea) or if you have been exposed to someone else who was diagnosed with COVID-19 or who was quarantined as a precaution.

If you have any questions or concerns, please contact us immediately at (210)877-0000 or (210)684-8033. Our staff is committed to provide you with the latest information in a useful and timely manner.

The below links provide additional information regarding the coronavirus:

World Health Organization (WHO): <https://www.who.int>

Centers for Disease Control (CDC): <https://www.cdc.gov>

Texas Dental Association (TDA): <https://www.tda.org/COVID-19>

Our team will continue to monitor the situation and provide updated information when warranted. We thank you for your patience and your cooperation during this difficult time.

Henry Chu, D.D.S., P.A. and Staff