

## **Patient Experience**

Patient comes at appointment time and calls office when they have arrived outside
Patient comes into lobby and is directed to sanitize hands and place shoe covers on
Patient is given a mask and gloves to wear
Patient signs in and does any necessary paperwork that is needed
Assistant takes patient back. Patient is informed to not remove mask unless directed to do so
Any necessary x rays are taken and patient is brought back to treatment room
Dr comes in and discussed the treatment that is needed
Mel comes in for chairside consult
After appointment is finished patient is directed to lobby
Patient then disposes of PPE that was given and leaves office

## **Employee Experience**

Comes in back door
Temperature is taken and logged on daily sheet
Employee goes to breakroom and sets everything down
Employee washes hands and places gown, head cover and shoe covers on.
Employee is given kn95 mask and puts that on
Employee leaves breakroom
Employee washes hands for 20 seconds with warm water
Employee enters treatment room with patient and places surgical mask over kn95
Employee also places face shield on while seeing patient
Employee removes surgical mask and face shield before leaving treatment room
Employee dismissing patient without removing kn95 mask to lobby
Employee cleanings and sanitizes treatment room