

OPEN FOR SMILES!



Dear Member:

We hope this letter finds you and your family in good health. We'd like you to know dental offices, as part of Phase 1 in Governor Little's Idaho Rebounds plan, are opening across the state. Our communities have been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. Your oral health impacts your overall health and visiting your dentist is an important part of maintaining your wellbeing.

However, we understand there may be some apprehension about returning to a normal routine. If you'd like to address any safety concerns you have or to make an appointment, please call your dentist. If you don't have a dentist, we invite you to search for one near you using our Find a Dentist feature on the Delta Dental of Idaho website (<https://www.deltadentalid.com/Find-a-Dentist>).

If you would like to conduct more research on your own before contacting your dentist, the following link provides useful information:

American Dental Association

https://www.mouthhealthy.org/en/dental-care-concerns/covid-19?utm_source=mouthhealthy&utm_medium=mouthhealthyhomerotator&utm_content=covid-19-mh&utm_campaign=covid-19

We've also included a list of possible new practices you may experience the next time you visit your dentist.

Thank you for being a member of Delta Dental of Idaho.

Sincerely,

Delta Dental of Idaho

What to Expect at Your Next Dental Visit

The next time you go to the dentist, you may have a new experience because of COVID-19. Offices are taking extra measures to keep you and your family safe. Here are some things that may happen before and during your next visit.

Scheduling a visit

- Since offices have been closed, you may have to wait longer for an appointment than normal. You may also need to put your name on a waiting list.
- Some offices may delay more complex procedures for a while.

Pre-appointment screening

- The office may ask questions to make sure you do not have any COVID-19 symptoms such as a fever, cough or been in contact with anyone with COVID-19. This screening will help your dentist decide if you can safely come into the office.

Day of dental visit screening

- You may be asked similar questions on the day of your dental visit about having any COVID-19 symptoms.
- Some dental offices may want to ask you those questions outside of the office, or as soon as you walk in.
- You may be asked to take your temperature.
- Many offices will ask that you wear a mask while in the office. If you have a mask, please bring it with you.

Dental office waiting rooms will look different

- You may be asked to wait in your car, rather than in the waiting room.
- Waiting rooms will have less chairs and they may be far apart.
- Waiting rooms will not have child toys and magazines.
- Hand sanitizer will likely be available.
- Offices do not want a lot of extra people in the waiting room – so try to leave those individuals at home that do not have an appointment.

During your dental visit

- If you have any questions or concerns, ask your dentist or any of the dental staff.
- Many staff, including the front desk staff, may be in face shields, masks, gowns and head coverings.
- You may see additional dividers, such as Plexiglas at the front desk and throughout the office.

After your dental visit

- If you feel any COVID-19 symptoms or you test positive for COVID-19 within 14 days of seeing your dentist, call the dental office to let them know.

Together we are all part of the solution to keep you and our community safe and healthy.