



Preparing to Open Your Dental Practice

When you contact your patients to start scheduling appointments again, it is likely many will have questions they will want answers to before they will schedule an appointment. Preparing scripts for your staff to help them handle these questions, will allow for consistency in answers and will play an incredibly helpful role in assuring patients understand what your practice is doing and help your team manage those calls in a positive way.

To help you get a start, we have compiled a list of questions to consider preparing scripts for staff to use. We know each practice is different so use these as a guide to build your questions and scripts.

1. What is your office's patient screening procedure prior to appointments?
2. Will you be taking patient temperatures before they can be seen for an appointment?
3. What is your cleaning routine between each patient appointment to ensure the room is safe for me?
4. What is your cleaning procedure in the office & with the instruments you use?
5. What are you doing to make sure your employees are not sick/carrying COVID-19?
6. How do I know it's safe to have my dental cleaning/procedure?
How do I stay safe from the aerosol spray from procedures?
How do you keep the office clean from aerosol spray from procedures?
8. Should I have goggles/glasses on during my procedure?
9. What type of masks do you and your staff wear in your office? Will it protect me or just protect you?
10. Why aren't you & your staff wearing N95 masks?
11. Is your office staff going to be wearing Personal Protective Equipment (PPE) such as isolation gowns?
12. Are you and your staff wearing protective face shields now?
13. Can I be the only patient in the office when I'm having a procedure?
14. Will I have to answer any questions before I can come in for my appointment?
15. Is there anything I need to do before I can be taken to the exam room?
16. Does your office/practice offer teledentistry?