

COVID-19 URGENT CARE PROTOCOLS

Penn Dental Medicine has been providing urgent care to patients of record during the COVID-19 outbreak utilizing the following protocols.

- All patients (patients of record) are seen by appointment only with care spaced to prevent crowds.
- At the phone appointment, patients are asked the nature of the emergency. The School is seeing patients with pain, swelling, other signs of infection, bleeding, broken teeth, lost restorations or temporaries (as this situation will last multiple weeks). They are asked:
 - Do you or have you had a fever >99.6 within the last 14 days?
 - Do you or have you had any cough and or any tightness of chest or pain when coughing within the last 14 days?
 - Do you or have you had exposure to an individual diagnosed with COVID-19 and have you traveled during the last 14 days?

If the patient answers yes to any of these questions, they are instructed to wait 14 days or consult with their primary care provider or seek care at an emergency room capable of providing isolation for COVID-19 (Our institution cannot provide isolation for COVID-19 – we do not have negative pressure rooms or N95 respirators and our staff has not been fitted for or trained on N95 respirators as are utilized in active TB cases).

Patients who do not have any signs or exposure as listed are appointed for care.

- A dentist from Penn Dental Medicine calls all patients to review the prior questions, to teledentistry to determine the patient's condition and confirm that the patient cannot be treated remotely. Photos and FaceTime viewing is being utilized. If the patient requires urgent care, they will be seen at their appointed urgent care appointment.
- When the patient presents for their appointment, they are met at the front door by a dentist or public health hygienist. They are again interviewed for the prior exposures and health. Their temperature is taken and must be <99.6 degrees. Any patient with a temperature >99.6 degrees or a positive answer to any of the exposure questions receives a mask and is immediately discharged and is told to see their primary health care provider.
- Any urgent care patient who has passed the above screening, is escorted for dental care provided by our dentists and dental assistants/hygienist under strict infection control (ASTM 2 masks, face shields and eye protection, caps, and gowns) minimizing (where possible) aerosol generation with rubber dam, high speed suction, and other methods. Temporary restorations and necessary care is administered expeditiously.



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