



COVID-19 Safety Steps for Patient Care

Everyone at Penn Dental Medicine hopes that you and your family have remained safe during these extraordinary times. As we resume patient care, your safety and that of our staff and care providers is paramount. To that end, we want to share some of the changes being implemented in connection with your care:

- You will receive a call 24 hours before your appointment to determine your current health status and any recent COVID-related exposure. You will be asked to complete all paperwork related to your appointment over the phone to minimize contact with staff when you come for your appointment.
- Our care centers will initially be operating at 20% occupancy to assure strict social distancing can be maintained.
- As we reopen, you may not have your regular care provider; you will initially be offered the first available appointment with any provider.
- A temperature check will be performed at our entrance. Anyone with a fever at or greater than 100.4 degrees will be instructed to return home, speak with their primary care provider, and reschedule their dental appointment.
- All patients, visitors, and staff will be required to wear a mask at all times.
- We ask patients to arrive no more than 15 minutes before a scheduled appointment to minimize waiting room congestion.
- We ask that you come for your appointment alone, or at most, with one other person as may be necessary.
- You will be asked to use hand sanitizer and mouth rinse before treatment.
- We encourage you to pay online at www.dental.upenn.edu/pay in order to minimize points of contact on site.
- You will be contacted 48 hours after your appointment with follow-up questions about your health.

In addition to the above procedures, Penn Dental Medicine has used this time of limited operations to enhance air filtration, secure proper protective gear for providers, and to deep clean all clinical areas.

We remind you that our teledentistry line will continue to be open. To make a teledentistry or in-person appointment:

- Call 215-898-8965 for an appointment within the [Penn Dental Medicine clinics](#)
- Call 215-898-7337 for an appointment within the [Penn Dental Family Practice](#)

We recognize that you may have some fears and concerns seeking care during this time, but maintaining your oral health is an integral part of your overall health, and we are here to support your well-being.

View a message from Dean Mark Wolff about our return to practice. [View message >>](#)