



Tips on Patient Communication

At GKY Dental Arts we know that in times of change, standing out is more than just posting a lot of stuff on your clinic's social media page. It's about creating an incredible patient experience and being there when your patients need you most.

Patient behaviors are constantly changing, and your practice needs to be ready for change as well.

In these uncertain times patients adapt to the changes differently, and behaviors are changed for years to come.

As states begin to reopen it is time to prepare your office to once again start seeing patients. Below are ten of the key communications points you should be sharing with your staff and patients.

1. Patient Communication: Most Important Step. Explain how the use of Personal Protective Equipment (PPE) Works to every patient. We have provided a patient reassurance email for your use, please [click here](#) to download.

2. Stagger Patients: Do not stack dental appointments – Ramp-up slowly. Only use chairs 1-3-5.

3. Change Appointment Confirmation Style: Explain new safety policies over phone appointment confirmation calls. Ask if patient has any symptoms of fever.

4. Modified Patient Check-In: Reception room is closed. Check-in is done over the phone. Patients wait to be called-in for an appointment once the previous patient is gone and sanitation is complete.

5. Office Entry Restricted: Only patients may enter office for appointment. Spouses, friends caregivers and parents need to wait outside. They can assist patients to the front door and hand-off to Sanitization / Disinfection Technician.

6. Remove Non-essential Items: Any non-clinical items should be stored. Dental display models, flyers, brochures, nightguard samples, implant displays, etc.

7. Dental Supply Deliveries: All supply deliveries from package carriers or dental suppliers must be accepted outside and sanitized once in practice.

8. Contain all Aerosol Spray: Use rubber dam to contain spray. Dental Hygienists should have a dental assistant help them and use a high volume ejector (HVE) for hygiene procedures.

9. Sanitization Technician / Environmental Dental Assistant: A new dental position. A roaming dental assistant is most qualified for this new job. They are responsible for sanitizing all areas of concern.

10. Take Patient Temperatures: Most difficult for dentists. You are not diagnosing or recommending medical steps to the patient based on temperature. You are simply protecting yourself, your team and your patients.