



Lisa J. Murray, DMD
GENERAL & COSMETIC DENTISTRY

- **Pre-Appointment Screening** – You **MUST** complete a phone screening for COVID-19 before your appointment to be sure you are healthy for treatment. We are not a hospital, so we ask if you're unwell to postpone treatment.
- **Appointments**
 - a. If you had an appointment between March 17, 2020 – June 3, 2020 and you'd like to reschedule asap, please call or text (978) 468-4494 or email Info@DrLisaMurray.com
 - b. We will be calling all patients who have scheduled appointments outside the above date range to confirm or re-schedule any upcoming appointments.
 - c. You can call or email us at (978) 468-4494 at info@DrLisaMurray.com any time with any questions
- **Your arrival**
 - a. Please arrive at the office **15 minutes before your scheduled appointment**, then text or call us (978)468-4494 from your car to let us know you have arrived. This step is paramount to ensure timely appointments throughout the day for all patients including you.
 - b. We will ask each patient the screening questions for COVID-19 again, as per the recommendations.
 - c. You are required to wear a face covering at all times, except during your procedure.
 - d. At the door, a team member will take your temperature with a non-contact thermometer and spray your hands with liquid hand sanitizer and have you sign consent with a sterilized pen for you to keep.
 - e. Patient and team safety is of the utmost importance, we will adjust our policies and guidelines as needed to ensure safety and alignment per recommendations.
 - f. Please come to your appointments alone, only the patient is permitted to enter the building.
- **Rinse** – Following the recommendation of the CDC, you will be asked to rinse twice for 30 seconds with a 1.5% hydrogen peroxide rinse before your appointment.
- **Hand Sanitizer** – We have hand sanitizer for patient/team use on site, provided in multiple locations.
- **HEPA Air Filtration** – In addition to the reception area, each treatment room has its own Austin Air (made in the USA) HEPA air filtration system, which filters the air every 3-5 minutes in the room. From Austin Air, "The HEPA technology used in our filters is clinically proven to remove 95% of all pollutants as small as 0.1 microns. The COVID-19 virus is larger than this, at 0.12 microns in size. So, we are confident our air purifiers are effectively removing the vast majority of virus when it is airborne". And, it's filtering everything else in the air
- **Payment/Follow Up Appointments** –We know that many of our patients have been financially affected by the shelter in place and we don't want that to get in the way of you receiving the dental care you need. To that end, we will continue to offer expanded, flexible in-house and 3rd party patient financing options. Our goal is to create win-win solutions that work well within your budget.

To help us achieve our goals for more supportive options and to reduce transactions at the front desk to support distancing protocols, we will be scheduling your next appointment over the phone and collecting the portion you are accountable for during the pre-screening call. We will also request a credit card on file in our secure network. That will be especially important for patients (children, young adults, etc.) who come alone and are not the responsible party. We have a secure system in place to automatically bill your credit card, at intervals (if needed) determined at the time your payment arrangements were made. This makes options user friendly and easy to track.