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**DAVID C. QUAST, D.M.D., M.S.D.**  
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**QUAST ORTHODONTICS HAS OFFICIALLY REOPENED!!**  
**NEW OFFICE PROCEDURES AND POLICIES THAT HAVE BEEN IMPLEMENTED IN RESPONSE TO COVID-19**

We hope this letter finds you and your family in good health. Our communities have been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our office's commitment to your safety.

Infection control has always been a top priority in our practice. We follow recommendations and guidelines made by the American Dental Association (ADA), the Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA). This allows us to make sure that our infection control procedures are up-to-date and enables us to provide the safest environment for our patients and their family members.

We ask that you please be patient and understand that we will do our best to accommodate your scheduling needs as we know many of you are anxious to get back into our office.

During this time, we have implemented additional safety precautions to help protect our patients and staff.

Upon scheduling an appointment, a COVID-19 questionnaire will be emailed to you (enclosed). This questionnaire must be completed before you leave for your appointment. We are required to postpone treatment for any patient who has experienced or been in contact with someone who has experienced the following symptoms within 14 days of the scheduled appointment date: fever, cough, loss of taste and/or smell, flu-like symptoms, difficulty breathing or shortness of breath, and fatigue or who has a temperature of 100 degrees or more.

If you are over the age of 65 or have preexisting health conditions (as recommended by CDC) such as diabetes, chronic lung disease or asthma, serious heart conditions, chronic kidney or liver disease or are immunocompromised we recommend you do not visit the office at this time. If you fall into this category but need to accompany a child or family member for a visit, please call our office as we will handle this request on a case-by-case basis.

We will be scheduling appointments in a manner that promotes social distancing and allows for adequate time for us to disinfect all areas of use in between patient appointments.

- 1.) Prior to leaving for your appointment:
  1. Complete the questionnaire (see attached)
  2. Confirm no elevated temperature
  3. Use the restroom and perform 20 second hand washing (see attached)
  4. Wear a face covering
  5. Brush teeth prior to coming into the office, as our tooth brush station will be closed.
- 2.) Upon arrival at our office, call us before entering the office to let us know you have arrived. We will call or text you once the office is ready for you to enter. We ask that patients enter the office unaccompanied, if possible. For those patients who need a guardian to accompany them, we ask that this be limited to a single family member.
- 3.) We will review your health screening and confirm there is no fever with a contactless thermometer upon your arrival.

Please see attached for a listing of all the safety protocols and procedures that we are implementing.

Thank you for being a part of our family orthodontics practice. We value your trust and loyalty and look forward to welcoming back our patients, neighbors, and friends.



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### **WHAT WE ARE DOING TO KEEP YOU AND OUR TEAM SAFE.**

We are excited to have the opportunity to welcome you back! Our office has always utilized personal protective equipment (PPE) that has followed all the CDC guidelines, however, in light of the COVID-19 Pandemic we have instituted additional guidelines and protocols to ensure your safety.

You will see many changes, as we have new ways of scheduling your appointments and managing your insurance and financial transactions. Below is a list of some of the enhanced precautions we have taken to protect you in addition to extensive team training on infection control and patient management procedures.

1. Personalized arrival procedures to guide you from your car directly to treatment rooms to eliminate contacting surfaces.
2. Maintain distancing in the reception area for essential caregivers and parents of minors if they cannot wait in a vehicle or outside the clinic.
3. Removed magazines and items that can harbor or transfer germs of any kind. Hand sanitizers will be positioned throughout the clinic.
4. Providing more education materials to enhance your awareness of health issues related to this pandemic.
5. We require a mask to be worn by ALL patients upon entering the office.
6. Installed sneeze guards or droplet barriers at all reception areas.
7. Require hand washing and hand sanitizing before all appointments by our team and by our patients.
8. Introduce an oral pre rinse by all patients to reduce exposure to germs.
9. Require all team members to undergo testing for COVID-19 and antibodies for the earliest detection of exposure should it exist.
10. Record temperature of every patient upon entering the office.



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11. Record the temperature of every team member each day at the beginning of the work period.
12. Payment arrangements in advance to avoid delay and allow contactless exit from the appointment.
13. Enhance operatory disinfection procedures of all surfaces between patients.
14. Enhance HVAC disinfection with UV light and HEPA Filtration units.
15. Enhance operatory disinfection procedures before and after all appointments with mist or fogging devices to access hard to reach places that can be easily missed.
16. New personal protection equipment like visors, gowns, and masks for our doctors and team to provide barriers against the smallest of germs.
17. Introduce protocols to reduce or eliminate airborne aerosols during all dental procedures.
18. Enhanced nightly disinfection procedures of equipment and office fixtures like computers, keyboards, telephones, chairs, doorknobs, and buttons that may be touched unconsciously.
19. Longer appointment times for you to prepare and complete all appointment tasks and duties in the safest and most comprehensive manner.
20. Replaced all carpeted areas with hard surface materials in order to enhance our ability to disinfect those surfaces.





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**TO AVOID RE-SCHEDULING YOUR APPOINTMENT:**

**WE ARE REQUIRED BY THE CDC TO CHECK FOR ELEVATED TEMPERATURE AND RESPIRATORY CONDITIONS.  
PLEASE COMPLETE 48 HOURS PRIOR TO YOUR APPOINTMENT.**

**HEALTH SCREENING**

**YES NO** 1. Do you or have you had any flu-like symptoms in the last 14 days?

- Cough
- Shortness of Breath
- Or at least two of these symptoms:
  - Fever
  - Chills
  - Repeated shaking
  - Fatigue
  - Muscle aches
  - Vomiting
  - Headache
  - Sore Throat
  - New loss of taste or smell
  - Malaise (feeling sick)
  - Nausea
  - Diarrhea

**YES NO** 2. Are you awaiting results of a lab test for COVID-19?

**YES NO** 3. Have you tested positive for COVID-19? When?

**YES NO** 4. Have you or a family member previously been asked to self-isolate or self-quarantine in the past 14 days?

**YES NO** 5. Have you had close contact to an individual diagnosed with COVID-19 infection in the past 14 days?

**YES NO** 6. Have you had or been in close contact with someone hospitalized with acute respiratory illness of unknown origin?

**YES NO** 7. Have you traveled in the past 14 days to a region with high rates of COVID-19 disease activity?

**YES NO** 8. Do you have an elevated temperature of 100 degrees or above? Temperature Reading: \_\_\_\_\_

If yes to any of the above questions, we must delay elective treatment for 14 days, then re-evaluate. We know your time is valuable, we want to AVOID RESCHEDULING APPOINTMENTS. Please read over this questionnaire and recheck your temperature and symptoms BEFORE coming to our office.

**DAY OF APPOINTMENT TEMPERATURE READING: \_\_\_\_\_**

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Patient/Guardian Signature



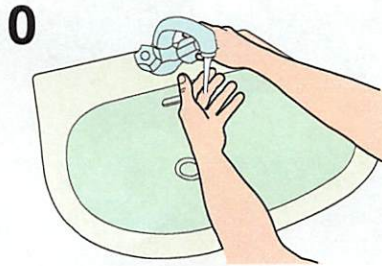
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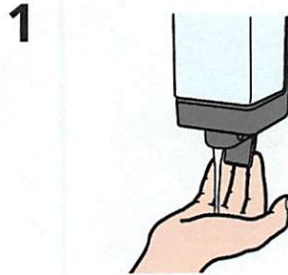
# How to Handwash

**WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB**

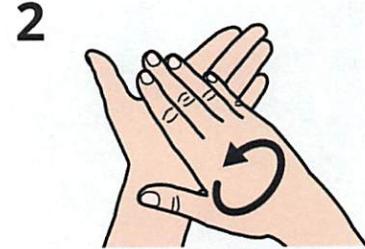
**Duration of the entire procedure: 40 - 60 seconds**



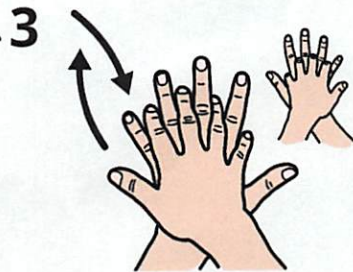
Wet hands with water



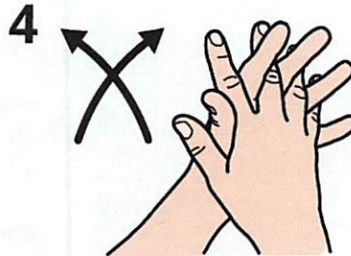
Apply enough soap to cover all hand surfaces



Rub hands palm to palm



Right palm over left dorsum with interlaced fingers and vice versa



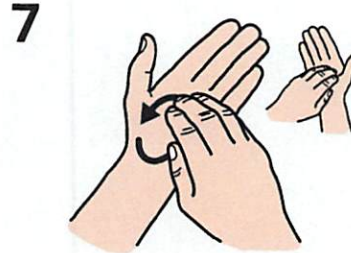
Palm to palm with fingers interlaced



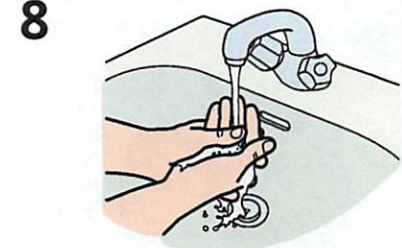
Back of fingers to opposing palms with fingers interlocked



Rotational rubbing of left thumb clasped in right palm and vice versa



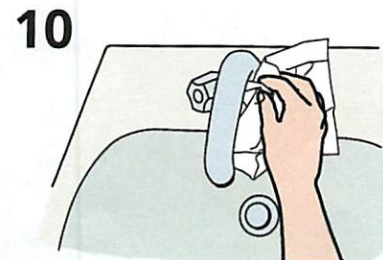
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



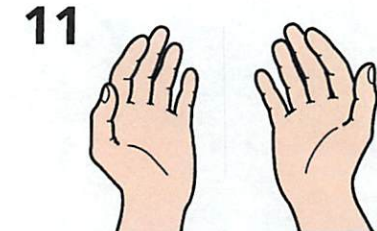
Rinse hands with water



Dry hands thoroughly with a single towel



Use towel to turn off faucet



Your hands are now safe