



## **What to do if you have a Dental Emergency During COVID-19 (Updated 6/22/20)**

### **Call your Dental Office**

If you feel you have a dental emergency, call your dental office immediately, and they will advise you on the best treatment. Do not try to treat at home as some home remedies, especially found on the internet, may not help and could make things worse.

Starting on June 8, Phase II of the Commonwealth's reopening plan allows dental offices to resume elective, non-urgent procedures and services, including routine hygiene appointments. Cosmetic services, meanwhile, are still not permitted. Dental offices must meet certain safety standards and guidelines in order to open to the public. At this time, it is important to note that dental offices will be open for limited in-person services only and telecommunication will still be available.

Please reach out to your dentist if you have any questions or concerns about your dental care and future appointments. No matter the problem, whether you lost a filling, broke a denture, have pain from clenching/grinding teeth, or have an orthodontic issue, please consult your dental office. Your dental office will advise you on the best solution to your problem and answer your questions. Please note that office staff may not be on site, but they are monitoring their messages and are available to help you.

### **Going in or Online Consultation**

Once you communicate problems to your dental office, they will evaluate if it is an emergency that requires treatment at the office. Many dental offices have turned to telecommunication to counsel patients, in some cases including a video conference call. They may ask you to come to the office for treatment, send in a prescription for you if necessary, or recommend that you go to a hospital emergency room. Dental offices may ask questions related to COVID-19 exposure or symptoms before they will be able to see you in the office. Please be aware there are no walk-in appointments.

### **Dental Offices are Safe**

Dental Offices are a safe place to receive treatment. They are following CDC recommendations for treating patients without signs or symptoms of COVID-19. The office staff will request that you wear a mask and use hand sanitizer, ask screening protocol questions, take your temperature, and practice social distancing when appropriate.

### **Personal Protective Equipment (PPE) at the Offices**

Since dental professionals work in close contact with your mouth, they have always been required to be Infection Control Certified and follow infection control protocols to keep you safe. These include practicing proper hand hygiene. All dentists, dental hygienists, and dental assistants have always worn masks, safety glasses, medical gloves, and lab coats. During this outbreak, dental professionals may be wearing additional protective equipment including a different type of surgical face mask, face shields, and surgical gowns. These changes are being implemented out of an abundance of caution for the health and safety of everyone in the office.