

Before your first scheduled appointment as a new patient

- A **courtesy call** and/or text if you prefer, will be made to you the previous day, confirming your scheduled appointment. This phone call will include a few health screening questions. Those same questions will be repeated when you arrive for your appointment.
- We are creating social distancing by spacing patient appointments. If you do travel with someone, please have them remain in the car. Only the patient will be allowed in the office at this time. Due to Covid-19 concerns, our waiting room is not to be used.
- Go to our website, *norwalkdentalarts.com*. Click “**Patient Information**”, then “**First visit**”. You will see “**New Patient Registration forms**” under the heading of Patient Information. Please download the five forms and complete the three that require your input and signatures in their entirety prior to your first visit with us.
 - **WITHOUT THESE COMPLETED FORMS IN HAND UPON ARRIVAL, YOU WILL COMMIT 20 MINUTES OF YOUR SCHEDULED APPOINTMENT TIME FILLING OUT THESE NECESSARY FORMS. THIS MAY RESULT IN YOU HAVING TO RESCHEDULE YOUR APPOINTMENT.**
- If you have any radiographs taken within the past year or notes from dentists you’ve seen prior to your visit with us, please collect them prior to your visit and bring them with you. If you were a former patient of Olson Family Dental we will retrieve your old chart for you.
- If you don’t have any current radiographs during our initial consultation, we will take whatever is needed for a diagnosis so the treatment options of whatever ails you can be discussed.

Arriving for your appointment

- Once you arrive in our parking lot, please call the office to let us know that you are here. Our office number is **(203) 854-9565**. The reason we require a phone call upon your arrival is we need to make sure the previous patient has left the office and that we are ready for your visit. **PLEASE, DO NOT JUST WALK IN TO THE OFFICE UNANNOUNCED.**

- Please make sure you wear your mask when entering our office. Gloves at this point are optional.
- We will greet you at the front door of our suite and guide you into the office for temperature readings as well as any follow up health questions.
- We have hand sanitizers that we will ask you to use when you enter the office. You will also find hand sanitizers throughout the office for you to use as needed.
- Once you have passed the initial screening you will be immediately escorted to your operatory.

During your office visit

- We have taken every precaution to make the patient experience as safe a possible not only with the new OSHA, ADA, CDC and NIH guidelines for safety that we stringently adhere to.
- **IN ADDITION TO THOSE GUIDELINES**, we have added:
 - Hydroxyl generators throughout the office,
 - Ozonators for air purification,
 - UV-C light ionization & sterilization units in each operatory and,
 - BioShine foggers, as used in hospitals and schools to sterilize and purify all operatories for patient as well as staff safety.

Departing from your appointment

- As we are trying to lessen the “bottleneck” at the front desk with patients arriving and leaving, follow up appointments will be scheduled in the operatory.
- Once the visit is completed, you will be escorted to the front desk where you can settle your bill with Cindy.
- Without the ability to use our waiting room anymore, we need to get you past our reception area in a timely manner as our next patient will be waiting for their scheduled appointment.
- I apologize in advance if this seems rushed but this is the only way we, as your dental team, can keep everyone safe and healthy while visiting our office.
- Thank you for your cooperation and welcome to the practice!