

What to Expect at the Dentist



Your dentist offices will be taking extra measures to keep you and your family safe. This may include pre-appointment questions to gauge potential exposure to COVID-19, temperature checks, changes to check-in and waiting room procedures, extra cleaning and sanitation throughout the office and additional personal protective equipment for patients and staff, including face shields, face masks and gowns.

Your dentist can explain when they will be reopening and the specific steps they are taking to keep you safe. This can also help you decide whether now is the right time for care.

What to expect at dentist appointments?

The next time you go to the dentist, things may be a bit different because of COVID-19. Here are some of the changes you might see.

Prior to your appointment:

- To allow social distancing between patients, you may have fewer appointment time options or need to wait longer to get an appointment.
- You may be asked screening questions to make sure you do not have COVID-19 symptoms or have not been in contact with anyone with COVID-19.

Day of appointment:

- You may be asked similar screening questions about having COVID-19 symptoms.
- You may be asked to take your temperature when you come into the building.
- You may be asked to wait in your car until you get a call or text to come in.
- Waiting rooms may have fewer chairs and there won't be magazines or toys.
- Many offices will ask you to wear a mask. If you have one, you may want to bring it with you.
- You may be asked to wash your hands or use sanitizer before going to the treatment room.

During your appointment:

- Staff may be wearing face shields and head coverings.
- Treatment may be modified to reduce the amount of aerosols created.
- You may see additional dividers, such as Plexiglas, at the front desk and throughout the office.

This content is provided for general information, is not intended to provide medical or dental advice, and should not be relied upon as a substitute for professional medical or dental advice, diagnosis or treatment. No dentist/patient relationship is established by this content. No diagnosis or treatment is being provided.

Things You Can Do

Keep up your oral hygiene at home

Keeping up with your home oral health care is more important than ever! With proper care, you can decrease your risk for tooth decay and gum disease, which can weaken your immune system.

Take care of your teeth and gums with a thorough, at-home oral care routine that includes regular brushing, flossing and healthy eating.

For tips on keeping your oral health in check, visit the Delta Dental of Massachusetts web site at: www.deltadentalma.com/Your-Oral-Health. You'll get age-based tips so you and your family get the right preventive care at the right time, and an oral health library with articles on an extensive list of mouth health topics. Take a few minutes to read our quarterly = Grin! magazine. You can even take a quiz to assess your oral health.

We're still here for you

And no matter what is happening, Delta Dental of Massachusetts is here for you. You can give us a call at 800.872.0500 with your questions and our Customer Service team will be there to help. Our hours are:

Monday–Thursday, 8:30 a.m.–8 p.m. and Friday, 8:30 a.m.–4:30 p.m.

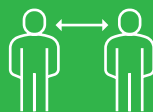
If your questions are about your plan, an ID card (or replacement card) or finding a dentist, log into our secure member portal or download and use the Delta Dental mobile app. Just visit deltadentalma.com to get connected. These resources are available 24/7. And if you haven't yet registered for the member portal or downloaded the app, now is a great time to do so.

During this critical time, our customer service team is focusing their efforts on answering questions that cannot be answered via our automated technology tools.

Tips to Prevent the Spread of COVID-19



Wash your hands with soap and water for at least 20 seconds.



Avoid close contact with people and shaking hands. Use other noncontact methods of greeting.



Stay home if you are sick except to get medical care.



Cover coughs and sneezes with a tissue or the inside of your elbow.



Clean and disinfect frequently touched surfaces daily.



Don't share a toothbrush or mouthwash and replace your toothbrush after you are sick.