



LOUIE FAMILY DENTISTRY

our family caring for yours

Keeping Our Patients and Staff Safe and Healthy

At Louie Family Dentistry, our priority is the health and safety of our valued patients and staff. Drs. Chris and Victoria Louie and staff understand that this is a confusing time for everyone and we want to share with you how we will continue to treat your family as our own, as we have for the past 64 years. We are continually monitoring all recommendations issued by the CDC, OSHA, and CDA and have outlined below what we are doing to lower the risk factors for COVID-19, while providing you the best possible care. Until Alameda County's shelter-in-place order is lifted, we can only address patient's urgent and emergency needs.

What to expect:



Pre-screening

A staff member will call or text to confirm your appointment and ask some screening questions.



Curbside waiting

Please arrive 15-20 minutes before your appointment time. When you arrive, text our office and we will let you know when to come in as to minimize your in-office waiting time. Entry is limited to the patient, unless the patient is a minor or needs assistance.



Intake and screening

Masks are required at all times, hands must be sanitized upon entering, and staff will be taking and recording your temperature. If under 100.4°F, we will continue with a patient screening form.



Pre-rinsing

Once cleared, we will take you to your treatment room where you will use a *pre-rinse* to remove bacteria and viruses present in your mouth.



Appointment

While you see the doctor or hygienist, there will be a *PAX 2000 Extra-oral Suction System* and *Medify Air Purifier* in each room, ensuring the cleanest air.



Post-appointment

At the front desk, you can schedule your next appointment and use our contactless card payment system. We accept Visa, Mastercard, American Express, Apple, Google, and Samsung payments.

For your protection:

Employee Health Screening

All employees will undergo a health screening before returning to the office and have their temperature taken and recorded before the start of every workday.

Pre-rinse



All patients will rinse with a diluted hydrogen peroxide or chlorine dioxide solution for one minute before their treatment begins. This will help reduce bacteria, viruses, and fungi in the oral cavity that can potentially be carried into the room with generated aerosols.

PAX 2000 Extra-oral Suction System



As stated by the manufacturer, pH Dental, "the system is able to filter the blood, viruses, germs, fluids, & dust that would otherwise end up contaminating your operatory, clothes, and body!"

- FDA approved
- Stops 99.97% of virus and germs
- 2 layer HEPA+Activated Carbon filters
- Medical grade UV light disinfectant

Medify Air Purifier



Air purifiers will be dispersed throughout the office in each treatment room, staff space, as well as in the reception area. It has a three stage filter: pre-filter, medical grade H13 HEPA, and carbon filter for odors.

- 99.97% particle removal
- Cleans room 420 sq ft in 15 minutes (our treatment rooms are ~100 sq ft and will clear in about 4 minutes).