



# What to expect at your next dental visit

The next time you go to the dentist, you may have a new experience because of COVID-19. Offices are taking extra measures to keep you and your family safe. Here are some things that may happen before and during your next visit.

## Scheduling a visit

- Since offices have been closed, you may have to wait longer for an appointment than normal. You may also need to put your name on a waiting list.
- Some offices may delay more complex procedures.

## Pre-appointment screening

- The office may ask questions to make sure you do not have any COVID-19 symptoms such as a fever or cough, or have been in contact with anyone with COVID-19. This screening will help your dentist decide if you can safely come into the office.

## Day of dental visit screening

- You may be asked similar questions on the day of your dental visit about having any COVID-19 symptoms.
- Some dental offices may want to ask you those questions outside of the office or as soon as you walk in.
- They may ask to take your temperature.
- Many offices will ask that you wear a mask while in the office. If you have a mask, bring it with you.

## Dental office waiting rooms will look different

- You may be asked to wait in your car, rather than in the waiting room.
- Waiting rooms may have fewer chairs that are spaced farther apart.

- Waiting rooms will not have child toys or magazines.
- Hand sanitizer will likely be available.
- Offices do not want a lot of extra people in the waiting room, so try to leave individuals that do not have an appointment at home.

## During your dental visit

- If you have any questions or concerns, ask your dentist or any of the dental staff.
- Many staff, including the front desk staff, may be in face shields, masks, gowns and head coverings.
- You may see additional dividers, such as plexiglass at the front desk and throughout the office.

## Can a dentist charge for Personal Protective Equipment (PPE)?

- Delta Dental of Virginia's agreements do not allow network dentists to bill charges such as PPE to our members. Dentists who are out of network are not required to follow these restrictions since they are not part of Delta Dental networks. If you'd like to find a Delta Dental PPO™ or Delta Dental Premier® network dentist, visit [DeltaDentalVA.com](https://www.DeltaDentalVA.com).

## After your dental visit

- If you feel any COVID-19 symptoms or you test positive for COVID-19 within 14 days of seeing your dentist, call the dental office to let them know.

We are committed to helping keep you and our community safe and healthy. For more information about COVID-19 and dental visits, go to our website: [DeltaDentalVA.com/members/covid](https://www.DeltaDentalVA.com/members/covid).