

Hill Country Dental Associates

You'll Notice Some Changes During the Covid-19 Pandemic

We're going above and beyond our already stringent infection control protocols to keep you safe, healthy, and happy during your visit.

Here's how:

Before Your Appointment:

- Your entire HCDA team is having their temperatures checked twice daily.
- Each day, HCDA team members must be able answer NO to all questions on our COVID-19 Screening Form in order to work.
- When you schedule your appointment, we'll review our COVID-19 screening questions with you.
- Plan to come to your appointment by yourself. (Of course, parents, guardians and caregivers are welcome when assistance is needed.)
- Plan to arrive for your appointment no more than 5 minutes early.
- If you prefer to wait in your car before your appointment, please call us at 830-257-3000 to let us know you are here—We'll call you back to let you know when we are ready for you. You may also come into the office, but please observe social distancing while waiting to check-in. (The waiting room has been arranged to promote social distancing.)

Inside the office:

- Plan to wear a mask upon entering the office.
- Water fountains have been disabled (bottled water is available).
- Your temperature will be checked with a "no-touch" forehead thermometer and you must be able to answer, "No," to all the screening questions.
- Over half the seating in the waiting room has been removed.
- Remaining waiting room seating has been arranged to promote social distancing.
- Magazines, books, community computers and games have been removed.
- Plexiglass shields have been placed at the check-in and check-out counters.
- Social distancing signs have been placed in the office.

- A one-way patient flow pattern through the office will be observed.
- Cleaning and disinfection of common areas and restrooms will be performed regularly.

In the Clinical Areas:

- We'll offer you a pre-procedure rinse.
- Your clinical team will wear face shields and/or KN95 masks when appropriate.
- You'll notice more infection control barriers in the clinical spaces.
- We'll continue to maintain our rigorous cleaning, disinfection and sterilizing processes to keep you safe!