



Matthew L. Rasche, D.D.S., M.S.D.

Specialist In Pediatric Dentistry

Frequently Asked Questions

What are you doing to protect my child?

- At the beginning of each day all staff will take their temperature & record it in a log. Anyone who presents with a fever or other symptoms (sore throat, cough, or difficulty breathing) will be sent home.
- We have acquired the proper personal protective equipment to wear during all appointments. These items have not been mandated but have been proven to provide the best protection. These include N95 masks, surgical masks, eyewear/ safety glasses, face shields, gloves, and basic scrubs with lab jackets. Our staff could be wearing any or all of these. The staff will change to a clean lab jacket after lunch. Scrubs and lab jackets will be laundered daily.
- Once inside the assistant will provide your child with hand sanitizer (given they are old enough to use it properly) and they will take the child's temperature with a thermometer. This will be recorded in the child's chart.
- To prevent multiple people from touching the toy towers, we have moved them out of site. The assistant will help your child pick their prize at the end of their appointment.
- We have placed Plexiglas barriers up front between the waiting room and the front desk to help prevent aerosols from spreading throughout the office and from person to person.
- We have also allotted time in our daily schedule to clean bathrooms, doorknobs, and other common surfaces.

What do I do when I arrive at the office?

When you arrive for your child's appointment we ask that you remain in your vehicle and call us to let us know that you are present. The front desk will then proceed with questions regarding the patient and their immediate family's health. Depending on how these questions are answered, your appointment may be canceled/rescheduled. We will also update any changes in patient's medical history and any insurance changes over the phone. Once the assistant is ready for your child they will come outside in appropriate personal protective equipment to get the patient.

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***To protect our staff and patients and to minimize the amount of people in our office at one time we are asking that you allow your child/children to come inside by themselves. Our goal is to keep our waiting room as empty as possible. If this is a concern please let us know when you call.**

What if I am late to my appointment?

Our normal late policy still applies. **If you are more than 10 minutes late to your appointment we will need to reschedule.** We ask that if you are running late to your appointment that you call and let us know.

What happens when the appointment is over?

When an exam has been completed by Dr. Matt and the appointment is over the assistant will make sure your child is checked out and walk your child back to their vehicle. If payment is required we will call you to collect payment over the phone before walking the child back outside.

What do I do if my child has a treatment plan?

If your child has a treatment plan we will call you at the end of their appointment and you can come inside to review it. We will have you electronically sign the document and schedule the treatment appointment. To prevent passing papers back and forth the physical documents will be yours to take home.

Do I need to schedule a 6 month appointment?

Your child will have a 6 month appointment card in their take home bag. If you have multiple children with appointments in the same day, only one bag will have an appointment card. If the scheduled time does not work for you please call our office or email us at sipdhoosiers@gmail.com to reschedule.

How long will appointments be ran this way?

This protocol has been put in place to keep our staff and our patients safe. Our number one priority is safety, therefore we will continue to run appointments this way as long as necessary. We apologize for any inconvenience and appreciate your understanding as we navigate our "new normal".