

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 and guidance from the [Centers for Disease Control and Prevention](#) (CDC) and the [American Dental Association](#) (ADA). 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 than normal for an appointment. You may also need to put your name on a waiting list.
- Some offices may delay more complex procedures for a while.

Pre-appointment screening

- The office may ask questions to screen for COVID-19 risk factors, such as whether you have 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 COVID-19 screening questions on the day of your dental visit.
- Some dental offices may want to ask you those questions outside of the office, or as soon as you walk in.
- You may be asked to take your temperature.
- Many offices will ask that you wear a mask while in the office. If you have a mask, please 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 will have fewer chairs and they may be farther apart.
- Waiting rooms will not have child toys and magazines.
- Hand sanitizer will likely be available.
- Offices do not want a lot of extra people in the waiting room - so try to leave those individuals at home that do not have an appointment.

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 Plexiglas at the front desk and throughout the office.
- Delta Dental network dentists cannot charge members a fee for Personal Protective Equipment (PPE). Out-of-network providers can charge members a fee for PPE. Charges for PPE by out-of-network providers are patient responsible. If you have questions about this, please contact our customer service team.

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.

Together we are all part of the solution to keep you and our community safe and healthy.