

Our Smile Wide, Smile Safe Promise

With our Smile Wide, Smile Safe Promise, you can smile with confidence:



Cleaning, Hygiene & Safety Standards

We've always been committed to the highest safety standards — and now, deep cleaning has taken on a whole new meaning:

- We're closely following guidance from the American Dental Association (ADA) and Centers for Disease Control and Prevention (CDC) when it comes to personal protective equipment (PPE). All care team members must wear PPE such as masks when working with patients, whether they are at the front desk or in a treatment room.
- In treatment rooms, equipment is sterilized, and dental chairs and all surfaces are cleaned, between each patient.
- Surfaces in waiting rooms and common areas are cleaned hourly to keep high-touch surfaces clean.
- Hand sanitizer is available throughout the office.



Symptom Screenings

We're requiring wellness checks for care teams and patients alike:

- Before seeing patients, team members are checked daily for signs or symptoms of illness, including mandatory temperature checks.
- Care team members who show any signs or symptoms of a cold, seasonal flu, or COVID-19 must stay home until they have been cleared by their healthcare provider.
- We are screening all patients before starting care to assess their COVID-19 risk, including temperature checks and symptom screening.
- Patients who are not feeling well are asked to reschedule appointments before coming to the office.



Social Distancing

In times like these, a little distance goes a long way:

- We're closely following guidance from the American Dental Association (ADA) and Centers for Disease Control and Prevention (CDC) when it comes to personal protective equipment (PPE). All care team members must wear PPE such as masks when working with patients, whether they are at the front desk or in a treatment room.
- We ask patients to arrive on time, not early, to minimize time spent in the office.
- Patients will be moved quickly into their treatment room upon arrival. If a wait is required, patients are asked to wear a mask and wait outside the office, preferably in the car, before an appointment. We'll text when we're ready to see you. If that isn't possible, a patient may wait in the waiting room only when it's possible to remain seated six feet apart.
- Only those scheduled for care should be in the office. Family and friends of the patients are asked to wait outside the office unless the patient requires personal assistance during their visit. If a patient requires personal assistance during an appointment, their companions are checked for symptoms, given a mask, and wait outside during the appointment.



Smarter Scheduling

We've adjusted our operations to keep patients and care teams safe:

- We're staggering appointment times to limit the number of people arriving to the office at any given time.
- Where possible, high-risk patients (such as older adults and those with underlying medical conditions) will be scheduled earlier in the day, when the office is less busy, to minimize unnecessary contact.
- We encourage patients to complete their paperwork online in advance of their appointment to minimize paper in the office. Our care team can help you complete your online paperwork if you don't have access.
- Additionally, we have eliminated paper sign in at the front desk.



Virtual Visits

Access to care now includes virtual consults, which are available in most states where Aspen Dental is located:

- Patients can get dental advice from wherever they are, in the safety of their own home.
- Our virtual care offering connects patients with an Aspen Dental Virtual Care Doctor (VCD) to help assess whether an office visit is necessary. Where possible, a VCD can prescribe medication or a home remedy, or find a nearby location if an office visit is required.
- Free denture consultations are available by phone and online, too.



Onsite Labs

Your dentures never leave the safety of our office:

- Our dedicated smile artists make dentures right here in our onsite labs, which keeps your dentures secure from impression to insertion.
- We're following the same safety standards in our labs as we are in the rest of the office by sanitizing surfaces and instrumentation throughout the day.