



CONVERSATION SCRIPTS

FOR DENTAL TEAMS

| Response to Infection Control Breaches

Proactive Approach - The patient has not asked questions, but team members bring up the subject of infection prevention and patient safety:

You may have heard some news recently about the lack of proper infection control procedures (issues) in dental offices in different areas of the country. We want you to know that we are very concerned about your safety here at _____ Dental Practice. We want to assure you that we follow all of the infection control guidelines from the Centers for Disease Control and Prevention, as well as state and federal rules. Do you have any questions about this? Would you like to see the area where we sterilize our instruments? Please let us know if you ever have any questions or concerns about your safety here in our practice.

Reactive Approach - The patient has questions/concerns that they have voiced on the phone prior to their appointment:

I understand your concern. There has been a great deal of publicity lately about a few dental practices whose sterilization and infection control procedures did not meet the standards set by the Centers for Disease Control and Prevention. I can assure you that our doctor(s) and all of the employees do follow the standards set by the CDC, and we will be happy to show you our instrument sterilization procedures when you come in for your appointment, as well as answer any additional questions that you might have.

Reactive Approach - The patient has questions/concerns that they have voiced at the time of their appointment:

I understand your concern. There has been a great deal of publicity lately about a few dental practices where their sterilization and infection control procedures did not meet the standards set by the Centers for Disease Control and Prevention. I can assure you that our doctor(s) and all of the employees do follow the standards set by the CDC. Would you like to see the area where we sterilize our instruments? Are there any other concerns that you have about your safety during your treatment?

How the best perform



Telephone Message for Voice Mail or Message on Hold:

You may have heard the recent news about the lack of proper infection control steps (procedures) in dental practices. We want to assure you that we follow all infection control guidelines from the Centers for Disease Control and Prevention. If you wish to discuss any of our protocols with us, please let us know.

Message for Social Media:

The entire team at _____ wants to reassure all of our patients that your safety during dental treatment is our #1 concern. We follow all of the infection control guidelines from the Centers for Disease Control and Prevention, including weekly monitoring of our sterilizers.

Posting on Website:

Show photos of sterilization area, packaged instruments and sterilizer (but make sure the sterilization area is clean and uncluttered).

At _____ your safety is our #1 concern. All of the instruments used during patient treatment are cleaned and sterilized, according to the guidelines from the Centers for Disease Control and Prevention (CDC). All of the instruments used for patient treatment are wrapped or packaged with internal monitors for each set of instruments, to indicate that each set has been properly processed. The instruments are placed in sealed packages to protect the sterility of the instruments until they are opened at the time your treatment begins. Our sterilizer(s) are tested for effectiveness on a weekly basis, according to CDC guidelines.

If you ever have any questions regarding the safety protocols we follow to protect you, please let us know. We are happy to discuss these issues with you and to show you how we sterilize our instruments.