



Dental Hygiene Clinic • 44 Middle St • Lowell, MA 01852 • 978-656-3250

August 2020

Dear Community Member,

We hope you have been well throughout these challenging times. As you likely know, our dental hygiene clinic closed mid-March of 2020 due to the COVID-19 pandemic, and has remained closed. The faculty, staff and administration have been working diligently to ensure we can re-open safely for the Fall 2020 semester.

Students and faculty will be returning to the clinic at the start of the semester, and will plan to begin seeing our community patients at the beginning of October 2020. Our front desk manager will first contact patients whose treatment was left incomplete in the Spring 2020 semester due to the COVID-19 closure, followed by patients due or overdue for dental hygiene re-care. In the meantime, faculty will be working with students to refresh their skills and practice implementation of our new infection control policies and procedures to ensure our patients the safest possible return to the clinic. Here is what you can expect upon your return:

- Completed clinic renovation! Our long-anticipated dental hygiene clinic renovation has finally been completed. The new clinic provides a much more comfortable experience for patients, as well as improved accessibility, privacy, and separation from other patients which enhances infection control.
- Face coverings – all faculty, staff, students, patients and visitors to all MCC buildings must be wearing a face covering or mask prior to entering campus buildings.
- All patients, faculty and staff will be pre-screened for COVID-19 prior to entering campus buildings each day. This process will be explained further when you make your appointment.
- We now offer contact free check-in through prepayment at your pre-screening phone call
- Decreased patient volume – only 8-11 students will be in the clinic seeing patients at any given time. This will allow for greater social distancing and decreased volume of people in the clinic.
- Increased PPE – students and faculty will be wearing higher level mask protection, and adding face shields, isolation gowns, hair coverings and shoe coverings to their traditional PPE.
- Aerosol reduction – students and faculty will not doing any procedures that produce aerosols, since it is believed COVID-19 could be airborne. This means students will not be using power driven scalers, air polishers, motor polishers or air/water syringes.
- Other less noticeable safety precautions such as optimized ventilation, extensive COVID-19 infection prevention training, a respiratory protection program, and updated daily operating procedures.

Continued operation of the clinic and updates to our daily procedures will be largely dependent on the level of community spread of COVID-19. We will continuously monitor for direction from the Massachusetts Department of Public Health, Centers for Disease Control, the American Dental Association and American Dental Hygienist Association. Patient, student and staff health and safety is our top priority.

If there are changes to our opening plans, we will do our best to contact scheduled patients directly. For updates, patients can also visit the clinic website at <https://www.middlesex.mass.edu/dhclinic/default.aspx> and MCC resources at https://www.middlesex.mass.edu/disclosurestatements/covid_19.aspx.

If you have questions, email is the best way to reach me. If you would like to schedule an appointment, please contact the clinic front desk manager in September at 978-656-3250.

Sincerely,

Karen M Townsend

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