# **THE DENTAL DILEMMA:** NADG STUDY REVEALS **UNCERTAINTY AMONG DENTAL** PATIENTS DURING COVID-19

### **OPEN FOR BUSINESS?** ONLY IN AN EMERGENCY.

There is significant confusion as to whether dental offices are open during the COVID-19 outbreak.



**OF AMERICANS ARE NOT AWARE THAT OFFICES ARE OPEN FOR EMERGENCIES.** 



**NOT AN EMERGENCY?** DELAY YOUR VISIT.

**DURING THE COVID-19 PANDEMIC FOR** 



43%

**OF AMERICANS WOULD FEEL COMFORTABLE DOING SO IN THE EVENT OF AN EMERGENCY.** 

**OF AMERICANS HAVE EITHER** 

**DELAYED A DENTAL CHECK-UP** 

**PROCEDURE (14%), OR DEVELOPED** 

**SOCIAL DISTANCING PERIOD (10%).** 

**A NEW DENTAL ISSUE DURING THE** 

(28%), A NEEDED DENTAL



A significant number of Americans are putting off dental care, whether by choice or to comply with national and state guidelines, which could lead to meaningful problems in the future.

**ONE IN TEN AREN'T SEEKING TREATMENT** FOR A NEW DENTAL ISSUE **BECAUSE OF THE VIRUS.** 

### **CONCERNED ABOUT STAYING SAFE?**

A significant number of Americans are unsure what measures are being taken to protect their health and safety during emergency care.

## 56%

**ARE NOT SURE IF HEALTH ORGANIZATIONS HAVE ISSUED PROTOCOLS TO PREVENT THE SPREAD OF COVID-19 IN DENTAL OFFICES.** 



### 51%

**OF AMERICANS SAY THEIR PRIMARY CONCERN IS KNOWING WHETHER THEIR DENTAL OFFICE HAS HAD ANY KNOWN** CASES OF COVID-19.



**ARE UNSURE IF THEIR OFFICE IS FOLLOWING CDC GUIDELINES FOR CONTAINING THE SPREAD OF COVID-19.** 

**ONLY 4 IN 10 AGREE THAT THEIR DENTIST KNOWS** HOW TO PREVENT THE SPREAD.

42%

**FEEL CONFIDENT THEIR DENTIST IS PREPARED TO PREVENT THE SPREAD.** 

## **OVERCOMING THE DILEMMA**

### How to protect yourself:

• Before visiting, contact your dentist to determine if you require treatment for a dental emergency, or if it can wait.

### How your dentist is protecting you:

- Using teledentistry to better assess the need for immediate care
- Screening patients to assess risk of COVID-19 exposure and conducting temperature checks
- Only seek care if you have not been exposed to or show symptoms of COVID-19.
- Arrive on time for your appointment and do not bring a guest.
- Practice social distancing and good hygiene. Ask to wash your hands before and after your procedure and avoid touching your face.
- After visiting, follow all discharge instructions to ensure a full recovery, avoiding the need for any unnecessary follow-up care.
- Limiting the total number of people in the practice at any time
- Implementing enhanced infection control protocols including cleaning and sanitizing all areas of the office regularly
- Consistently using advanced personal protective gear including N95 masks, face shields, and gloves

