

NORTHEAST VALLEY HEALTH CORPORATION

Dental Center FAQ's

What is Northeast Valley Health Corporation (NEVHC) doing to keep me safe when I visit a dental center?

At NEVHC, we are committed to your safety and well-being. Infection control has always been a top priority at our dental centers. NEVHC follows infection control recommendations made by the American Dental Association (ADA), the U.S. Center for Disease Control and Prevention, the California Department of Public Health (CDPH), the California Dental Association (CDA) and the Occupational Safety and Health Administration (OSHA). Our dental center staff are trained and prepared to follow guidance and protocols from these agencies when providing care to patients.

We are also taking extra steps to protect your health when you visit one of our dental centers. These steps include:

- Pre-screening all patients for symptoms of illness before they arrive at our dental center and when they check-in for their appointment.
- Taking each patient's and staff member's temperature when they arrive at our dental centers.
- Requiring all patients to wear a mask when visiting our dental centers.
- Providing hand sanitizer throughout the dental centers for patients and staff to use.
- Scheduling appointments in a way that allows social distancing between patients in our dental operatories and waiting rooms.
- Limiting the number of non-essential guests that can accompany a patient.

Are NEVHC dental centers prepared with necessary personal protective equipment (PPE)?

Our dental center staff is fully equipped with the PPE required to safely perform dental services. All of our dental staff will be wearing face masks. Staff performing dental procedures will also wear gloves, face shields and disposable gowns and will follow strict infection control protocols.

Should I make an appointment for dental services?

Yes. It is important to receive regular dental care to prevent infection and/or disease in your mouth, teeth and gums. Lack of proper oral hygiene can contribute to conditions such as cardiovascular disease, endocarditis and pregnancy/birth complications.

If you are having a dental emergency, it is essential that you seek care immediately.

What dental services are available?

NEVHC Dental Centers provide emergency and routine dental services.



What can I do to protect myself and others?

It is important to follow recommendations from trusted public health agencies like the Los Angeles County Department of Public Health and the Centers for Disease Control and Prevention. By washing your hands and practicing physical distancing, you reduce the likelihood of spreading germs. If you are feeling sick, please let your dentist know and reschedule your appointment for a later time.

Also, you will be required to wear a face mask when visiting our dental centers. It is important to follow all of these recommendations to protect yourself and the people around you from illness.

When will the school-based dental centers open?

NEVHC's dental centers located at San Fernando High School and Los Angeles Mission College will remain closed until August 2020. In the meantime, you can continue to access dental services at any of our other NEVHC dental centers. Contact our dental appointment hotline for more information.

How can I make an appointment?

Please call our dental appointment hotline at **(818) 270-9555**, Monday – Friday between the hours of 8:00 a.m. – 5:00 p.m.

Where can I get more information about NEVHC's response to COVID-19?

Visit us on our website at nevhc.org where we provide the latest COVID-19 updates and updates on what we are doing to protect our community's health.



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