

The Mobile Dental Clinic (MDC) providers, staff and students are excited to welcome you back and return to providing quality dental care to our UCare members. We've made some changes to keep you safe throughout your visit to the MDC. Below, we've outlined these changes, what to expect and other helpful reminders.

What should I do when I arrive to my appointment?

If you're driving to your appointment:

- Park in a designated Mobile Dental Clinic parking spot
- Call 651-343-3042 to check in
- Wait in your car and a patient care coordinator will come out to greet you, take your temperature, review the screening questionnaire for COVID-19 symptoms and provide you with appointment instructions and paperwork
- Wait in your vehicle until you receive approval from the patient care coordinator to enter the Mobile Dental Clinic with your mask or face covering

If you're taking public transportation or a UCare health ride to your appointment:

- Wear your mask or face covering into the site facility
- A patient care coordinator will be inside to greet you, take your temperature, review the screening questionnaire for COVID-19 symptoms and provide you with appointment instructions and paperwork
- There will be a small designated waiting area for you inside the MDC site facility. Please maintain proper social distancing while you wait.
- After leaving the patient care coordinator station, enter the Mobile Dental Clinic with your mask or face covering

MDC Appointment Line:

1-866-451-1555 toll free

TTY 1-800-627-3529 toll free

8 am – 4:30 pm, Monday – Friday

ucaremdc@umn.edu

What should I expect at my appointment/ How might my appointment be different?

- The MDC is changing or eliminating some dental procedures to reduce risk
- Additional steps are in place to keep all of our dental procedures safe
- Staff and students will be wearing appropriate attire and equipment as determined by the School of Dentistry, in conjunction with Centers for Disease Control (CDC) and American Dental Association recommendations developed in response to COVID-19
- To reduce foot traffic in our site facilities, the patient waiting area will only be available for patients who take public transportation or UCare health rides

What else do I need to know?

- Please remember that a mask or face covering is required
- We ask that you arrive to your appointment unaccompanied
- You may experience cooler temperatures while aboard the MDC; please dress appropriately or bring an additional layer (i.e. sweater)

Thank you for taking the time to read about our new safety practices. By doing so, you help us keep the Mobile Dental Clinic safe so we can continue to provide care to you and other UCare members across Minnesota.

If you have questions or concerns about our increased health and safety practices, please contact the MDC appointment line. We look forward to seeing you soon!