



**Enhanced Safety Protocols
combatting 2019-nCoV
under WHO Guidelines**

100% STERILE
10x
SAFETY@
CLOVE DENTAL

COVID-19 pandemic has changed the way dentistry will be practiced across the globe. Clove Dental has always maintained highest sterilisation, hygiene and quality protocols. We have now further enhanced our safety protocols to ensure that all threats from any external sources are eliminated.

Every Clove clinic has a dedicated sterilisation room which is, by design, visible to all patients from the lobby behind a glass window. Patients can see how Clove carries out instrument and equipment sterilisation using its trademarked **4-Step Sterilisation**. Nothing is hidden.

Since the Covid pandemic, Clove has increased its safety and quality protocols to a level that is now being adopted globally. In fact, a highly reputed Dental Chain in United States has adopted Clove's **10x Safety** protocols.

Clove Dental clinics are safer than most buildings in the country – including some hospitals



A 100% sterile clinic for staff, patients and attendants.

1. Regular disinfection of all clinic surfaces and Hand Sanitising Protocols
2. 4-Step Sterilisation™ for Instruments
3. Aerosol Removal and Air Purifying External High-Suction Machine
4. UV Light (Ultraviolet) Disinfection Technologies
5. Pre-treatment Patient Screening and Protection
 - Recording Medical and Travel History
 - Oxygen level measurement via Oximeter
 - Infra-Red Thermal Reading
 - PPE for Patients - Gloves, Facemask, Hair Cap and Shoe Covers
 - Mouth Rinsing Using 0.2% Povidone Iodine Solution Prior to Treatment
6. Global Standard PPE for Dentists and Dental Assistants
7. Responsible Bio-Medical Waste Disposal
8. Digital, AI-Enabled Software for Patient Records
9. Periodic Clinical Audits Ensuring 100% Compliance of Standards and Protocols
10. Daily Clinic Fumigation



The Gold Standard in Patient Safety

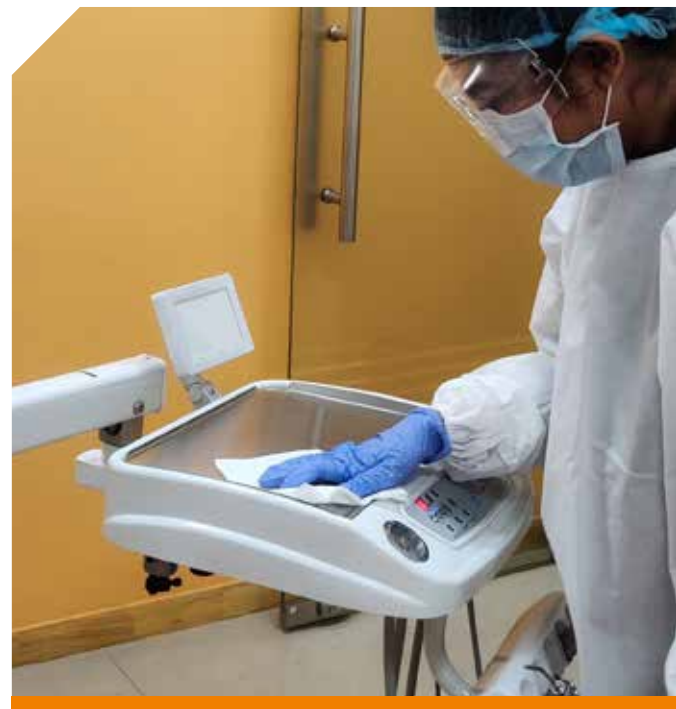
With the introduction of **10x Safety@Clove Dental**, our clinics are 100% safe and sterile. Patient and staff safety is Clove's first and foremost priority. The following specific changes are now implemented across all Clove clinics.

Pre-Arrival Protocols

Appointment bookings: Patients are now required to make appointments prior to visiting a clinic and no walk-ins are permitted. This ensures that clinics are not crowded and maintain proper social distancing.

Appointments can be booked through Clove's Dental Health Centre at **1800 1200 03232**.

All appointments are now spaced sixty minutes apart to give ample time for clinic to be completely disinfected and sterilised and for Doctors and Dental Assistants to change into fresh Personal Protective Equipment (PPE).



Chat with Dentist: Patients can also speak to a Dentist on “e-Dentist@Clove” (Clove’s Tele-dentistry) platform. Clove’s Dentist may also call you after your appointment is booked to understand your concerns and may recommend interim at-home solutions, if a clinic visit can be avoided or postponed.

e-Dentist@Clove

Talk, consult, video chat with a Dentist at any time – at No Cost (during Covid times)
 Wondering if you should visit a clinic or can your problem be solved at home?
 Clove’s unique platform with dedicated dentists who are available during working hours to address your questions.



Patient Clinic-Visit Protocol

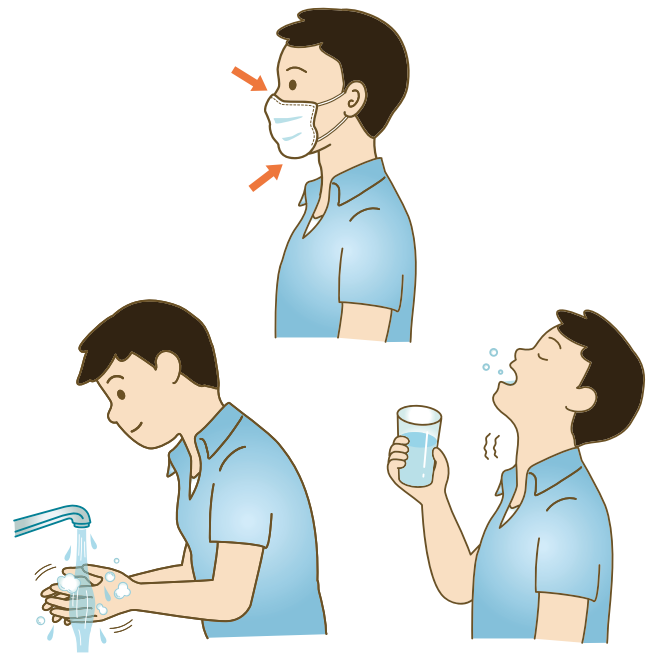
Patients are requested to be accompanied with one attendant to enable Clove to maintain social distancing guidelines. We understand that at times this may not be possible (e.g. a parent bringing along young children), and in that case we request you to inform the clinic prior to your visit.

Patient PPE: Each patient is required to put on shoe covers and sanitise their hands. Facemasks, gloves and hair masks are provided to each visitor and are required while inside the clinic.

Patient Screening: Temperature checks using infra-red thermometers and Oxygen level checks using Pulse Oximeters are done to ensure that patients are ready to be treated. Personal Medical and Travel History is recorded to ensure patient and staff safety.



Pre-Treatment Protocol: Patient is given an anti-septic mouthwash (Betadine – 0.2% Povidone solution) – a proven mouthwash that provides a protective Oropharyngeal (oral cavity) hygiene. Patient's face and area around the mouth is scrubbed with Iso-Propyl Alcohol prior to any dental procedure to reduce contamination.



Instructions for patients when visiting a Clove Dental Clinic

Before leaving home, call your Dental Surgeon, and

1. Confirm exact time of appointment. No waiting ensures Social Distancing.
2. Inform them about your chief complaints and the procedure you want. The doctor will be prepared and this minimises any chances of breaking sterilisation protocol.
3. Share your complete medical history and the medicines prescribed. This will avoid any unnecessary trips.
4. Enquire about the need for any diagnostic tests like OPG etc. Take your old reports to avoid unnecessary repetition of tests and X-ray exposure.
5. Carry your own sanitiser and face mask. Disinfect your hands before touching anything including the clinic's door handle.

During your visit to the clinic,

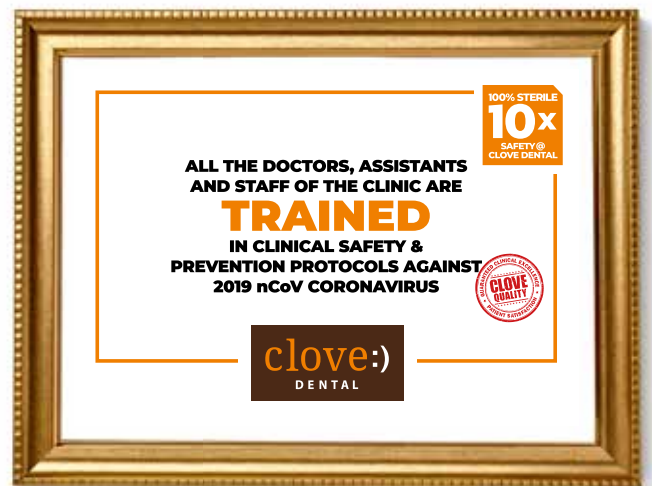
6. Ask to see the sterilisation room and enquire if all the steps are being followed - ultrasonic cleaning, vacuum sterilisation, pouching and proper storage of instruments.
7. Check to see if the clinic is screening the temperature of all patients with an infrared digital thermometer and the blood oxygen level using a Pulse Oximeter.
8. Check to see if the clinic has adequate machinery for reduction of Aerosol since they carry the risk of transmitting the virus and infection.
9. Enquire if the clinic provides PPE (Personal Protective Equipment) for the operatory along with usage of UV Light for disinfection.
10. Check and enquire for certification from a Pathological Testing Lab whether the clinic has been tested for spores. This will demonstrate the effectiveness of sterilisation techniques.

World-Class Clinical Dentists – Safety First

Clove Dentists and Dental Assistants are among the most highly qualified and trained dentists in the country. 70% of all Clove dentists have advanced specialised degrees to ensure that patients are treated by the specialist fully trained and qualified to treat the patient. With a network of over 750 dentists, Clove is the largest dentist group in India – this means that Clove can treat any dental problem however simple or complex.

Covid-Training

Clove Dentists are Covid-certified by Clove Dental Academy (CDA) – a Clove affiliated institution that is recognised for developing and carrying-out world-class dentist and dental-assistant training programs. CDA developed an extensive training program for dentists and dental assistants specifically focusing safety and dentistry in light of Covid-19. CDA was also consulted during the development of **10x Safety@Clove** protocols.



Clinician Safety

Clove Dental uses extensive PPE (Personal Protective Equipment) for all Dentists and Dental Assistants. These not only ensure staff safety but also eliminate any risk of cross contamination. Clove Dentists have always maintained complete asepsis in their dental operatories. **Fresh sterilised Nitrile gloves** are used by all clinical staff for every patient. Dentists and assistants use **N95/KN95 and an over-mask** to cover the faces. Special medical-grade **sterilised goggles and face shields** ensure that no aerosols or splashes are transferred to staff. **Disposable hair caps** further ensure that no virus or bacteria can deposit on human hair – ensuring 100% safety for staff and patients. **Scrubs and dental gowns** prevent contamination of underlying clothing and ensures staff safety. Dental gowns are changed between patients to ensure that there is zero cross contamination. **Surgical coveralls** are critical elements of the PPE and are donned over the scrubs/gowns.



New & Enhanced Equipment & Technology

As part of 10x Safety@Clove, we have identified and equipped our clinics with best in class technology and equipment available globally. These provide our dentists safe and sterile environment to operate in.

Aerosol Removal and Air Purifying High-Suction Machine

Dental instruments and handpieces run at a very high speed in the wet environment of patient's mouth. Aerosols generated during such treatments can spread around the dental chair. In Covid times, this can be risky for staff and patients.

Clove has imported and installed world-class aerosol suction and decontamination equipment. These high-suction machines, create a negative pressure around the patient's mouth and extract all aerosols generated during certain treatments. These are then filtered using several filters including high-fiber Cotton Filter, Fiber Glass filter, HEPA (H13) filter and activated carbon filters. The resulting air is then treated in a UV chamber to ensure complete destruction of any and all viruses, bacteria and odour. The result is 100% sterile, clean air in and around the dental chair and in the clinic.

Class-B Autoclaves: Clove Dental uses Class-B Autoclaves exclusively for sterilisation of all its instruments, handpieces, etc. This is the world-standard and the Clove standard.

Formalin Disinfection Chamber Formalin disinfection chambers are installed at all our clinics for sterilisation of plastics, syringes, needles, small scissors, instruments, plaster models, impressions, cash or any other articles which cannot be autoclaved using a Class-B autoclave.

***Aerosol Removal and Air Purifying
External High-Suction Machine***



UV Light Disinfection Chambers Use of 'Far UVC Light' is a proven technology that eliminates virus and other micro bacterial contaminants including the 2019 nCoV Coronavirus. These chambers are made available in Clove Clinics for disinfection of day to day articles like napkins, all cloth items, N95/KN95 masks, tubings, telephones, models, impressions and other small items.

Rubber dam is a small latex or non-latex sheet which is used to prevent migration of aerosols into or out of the operative field providing a dry, visible and clean operative environment.

Digital, AI-Enabled Proprietary Software for Complete Dental Records Dental treatments are usually an on-going process and patients return for follow-up treatments. Maintenance of patient records is critical to ensure high-quality treatment and long-term patient safety. Clove's proprietary electronic medical system (PRM) leverages AI (Artificial Intelligence) to assist in diagnosing, thereby ensuring high-quality treatment and patient safety.

Rubber Dam



The Gold Standard in Disinfection and Sterilisation

Building on our existing **4-Step Sterilisation™** protocol, we at Clove Dental have laid down stringent disinfection and sterilisation protocols to ensure 100% sterile environment with highest hygiene standards.

4-Step Sterilisation™ for Instruments and Hand-Rotors

A rigorous 4 step process is followed for all instruments after every patient to ensure 100% sterilisation of Instruments. Pouched and sealed, sterilised instruments are opened in front of every patient to reflect the best asepsis protocols.

Step 1: All instruments are dipped in disinfectant solution for a minimum of 30 minutes, scrubbed, and thoroughly cleaned in a special cleansing solution under running water.



Step 2: Ultrasonic cleaning chamber- The ultrasonic cleansing solution in the chamber further cleans all instruments using high frequency sound waves to remove any remaining micro-elements. Each Instrument set is then separately pouched and sealed.



Step 3: 'Class-B Autoclave' – Clove Clinics use the best in class Autoclaves that use Vacuum & Steam Cycle under high-pressure to ensure 100% sterilisation.



Step 4: After the process is over, sterilised instrument pouches are moved to special UV cabinets prior to usage.



Asepto Across the Entire Clinic

Clove clinics are 100% safe and 100% sterile. We believe that with all the safety, hygiene and sterilisation protocols being followed as standard operating procedure, Clove clinics are among the safest indoor area anywhere. During the Covid pandemic, Clove has also instituted additional safety and hygiene protocols in all areas of the clinic.

Common Areas

- Carrying out surface disinfection of all doorknobs, handles, clinic waiting areas like sofa seats, table surfaces etc. is a continuous process using alcohol-based disinfectant after every entry and exit from the clinic.
- Sanitisation solution bottles are available at all vantage points including the entrance to the clinic, waiting area and washrooms Operating Rooms.
- Patient movement is limited inside the clinic and with clearly demarcated areas for the patients and the doctors.

Operatory Rooms

Operatories are categorised into two categories:

P1 and P2.

- **P1 Operatory** is the one where Aerosol Generating Treatments are carried out and in P2 Operatory routine treatments are carried out. Both operatories are equipped differently. Aerosol Removal and Air Purifying External High-Suction Machines are installed in P1 operatory. PPE are also differently planned for both.
- All surfaces of Dental Chair including the chair seat, Light Handle, Instrument Tray, Arm Rest, movable Handles, foot control are disinfected using Alcohol based disinfectant (Bacilol or equivalent) at the start of the day, and then after every patient.



- Spittoon is cleaned with disinfectant followed by clean water after each patient.
- Cleaning & disinfection of Fixed Tubings is done by using disinfectant and water solution (in the ratio of 50 ml to 950 ml water).
- All tubings are cleaned including Air-rotor, Air-motor, Scaler, 3-Way Syringe and Suction tubing after every patient/aerosol producing procedure.
- Aspeto Protocol is done after every patient.
- Disinfection of dental chair surface, other equipment's such as X-ray unit, RVG Sensors, Intraoral Camera, Light-Curing etc. is done every time.
- All surfaces in the operatory are disinfected with surface disinfectant which may have come in contact with patient including the doors, door handles, drawers etc.
- Laptop, Keyboard and/or mouse (if any) are covered with *cling* film.



Responsible Bio Medical Waste Disposal

All wastes are segregated as per the government guidelines. Careful and appropriate disposal of all bio-medical waste is critical in ensuring 100% sterility of each clinic and community. Clove Dental has always employed Government appointed waste disposal companies for collection of bio-medical waste from each clinic. Enhanced protocols ensure that all extra PPE and material continue to be disposed according to WHO and Government standards.

Clinic Area Fumigation

Fumigation is a proven and highly effective method of killing and eliminating all forms of microbial life including viruses, fungi, bacteria, protozoa, algae and their spores. Clove clinics are regularly fumigated under revised guidelines and fumigation frequency has been significantly increased to almost daily (or even multiple times a day) depending on clinic utilisation.



Fumigator Machine

The Gold Standard in Quality Assurance

Defining and setting Standard Operating Procedures/Protocols and providing extensive training on such SOPs are required but don't guarantee 100% safety. We at Clove recognise that and therefore a separate team of Dentists and professionals are tasked with ensuring that these guidelines are understood and adhered-to all times.

Periodic Clinical Audits ensuring 100% Compliance of Standards and Protocols

Clove Quality team members carry out surprise clinic review (audit), multiple times a month, to ensure that all SOPs are adhered to by all staff members at all times. A detailed quality checklist with over sixty different check-points ensures that all aspects of clinical and non-clinical protocols are reviewed during each clinic process review.

Code Blue Drills for medical emergency readiness and Code Red Drills for fire emergency readiness are carried out periodically in each clinic to ensure our clinics are 100% ready for any emergency at any time. We know that during emergency muscle memory kicks in and brains often freeze. These repeated drills build muscle memories in all our staff – so when there is an emergency as Clover is ready to tackle it. Of course, we work very hard to avoid any emergency in the first place.



COMPLETE ASSURANCE OF SAFE DENTAL CARE.

100% STERILE
10x
SAFETY@
CLOVE DENTAL



At Clove Dental, we believe in redefining the benchmarks for dentistry to live up to our promise of a *Zero Compromise Policy* when it comes to the safety of our patients and clinical staff. These enhanced safety protocols will ensure 100% sterile environment in the clinics and *Zero Cross Contamination* between patients.

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Dental Healthline Number

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DENTAL

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