

**Subject:** March 17 update to the GSDM community on coronavirus  
**Date:** Tuesday, March 17, 2020 at 5:03:49 PM Eastern Daylight Time  
**From:** GSDM Office of the Dean  
**To:** GSDM Office of the Dean  
**CC:** Hutter, Jeffrey W  
**Priority:** High  
**Attachments:** image001.png

**Boston University** Henry M. Goldman School of Dental Medicine  
Office of the Dean

Dear colleagues,

Thank you for the continued flexibility and adaptability you have shown as we navigate these uncertain times together. As I shared with you yesterday, we will be discontinuing all non-emergency patient care at both our 635 Albany Street and 930 Commonwealth Avenue locations effective tomorrow, March 18. We anticipate this discontinuation to run through Monday, April 13, 2020, but that date is subject to change pursuant to new orders from the Massachusetts Department of Public Health or the Massachusetts Office of the Governor.

We will, however, still be providing emergency oral healthcare at both 635 Albany Street and 930 Commonwealth Avenue. I have shared below an overview of what our emergency care protocol will look like; a detailed plan will be shared with individuals who will be staffing 635 Albany Street and 930 Commonwealth Avenue.

**635 Albany Street**

We will be following a similar protocol to what we used over Intersession break and other emergency situations. All care will be provided by residents from our Advanced Education Programs.

There will be no walk-in appointments; all patients will first be triaged over the phone, with an expanded protocol that includes screening for COVID-19. Patients who are given an appointment will then repeat the COVID-19 screening when they arrive at the dental school.

Patients can access care by calling our emergency after-hours line at 617-358-0190.

**930 Commonwealth Avenue**

The Dental Health Center will be staffed a team including a licensed dentist, a hygienist, dental assistants, and necessary support staff during business hours (currently 8:30a-5p Monday-Thursday and 7:30a-4p Friday, although these hours are subject to change). After business hours, the Intersession protocol will be put in place, and patients will be directed to 635 Albany Street.

As at 635 Albany, there will be no walk-in appointments, and patients will be triaged and screened for COVID-19 over the phone. Patients will then repeat the COVID-19 screening when they arrive for their appointments.

During operating hours, patients can access care by calling 617-358-1000; after-hours calls

will be directed to 635 Albany Street.

I am confident that the protocols described above will allow us to deliver critical emergency care to our patients while safeguarding provider health and well-being. Again, thank you all for your continued support during this time.

Sincerely,

Dean Hutter

