

Dear Patient,

We hope all is well with you and your family during these challenging times. We are now scheduling dental appointments, and we are taking extensive precautionary measures to ensure the safety of our patients and staff.

Our office has always implemented or exceeded Infection Prevention and Control Guidelines as set out by the College of Dental Surgeons of BC. In light of the COVID-19 Pandemic, we want to assure you that our practice strictly follows any additional guidelines and protocols set by CDSBC, BCCDC, BC Provincial Infection Control network (PICnet), WorkSafe BC and our Provincial Health Officer, Dr. Bonnie Henry.

We have put together a COVID-19 Patient Visit Guide to help you become familiar with new office policies and procedural changes at our practice.

COVID-19 Patient Visit Guide

Before your appointment

We will contact you by email, text or phone prior to your appointment. You will be asked to download and complete a Patient Screening Form and a Risk Acknowledge Form. If you do not have access to a computer or internet, we will go over the forms with you over the phone and have you sign them at your appointment.

Please return your completed forms via email* 2 business days **before** your scheduled appointment. This is a very important and necessary screening procedure to ensure we keep our patients and team safe and it is required that we complete these forms prior to providing treatment for you. We may have to reschedule your appointment if we are unable to complete this step.

**Sending personal information via internet is not 100% secure. There is always a security risk. Please call us at 604-437-1234 and a team member will be happy to fill out the forms with you over the telephone if that is your preference. We thank you in advance for your cooperation and look forward to seeing you soon!*

Please consider the following when scheduling your appointment:

Please plan and schedule your appointment so you are able to come alone. This policy is in place so we can adhere to physical distancing guidelines.

Only patients being treated will be allowed to enter the clinic. Accompanying persons are not permitted to enter, with the exception of caregivers (ie. very young children and patients requiring an advocate may have one person accompany them to their appointment).

Please remember to wear a mask to your appointment.

What to Expect When You Visit

Virtual Waiting Room/Check In

For physical distancing and to minimize the number of people in the clinic at any given time, we no longer have a physical waiting room. Our practice now has a Virtual Waiting Room and Check In System that requires the patient to have a mobile number/phone with sms or email address.

On the day of your appointment you will receive a text/email reminder from our office. It will provide you with further check in instructions.

To maintain physical distancing, please respond to our text/email reminder upon your arrival and wait in your vehicle or outside the office building (avoid waiting in the lobby or hallways) until your scheduled appointment time. A team member will notify you by text/email when your treatment room is ready.

Check In by Phone

If you do not have text/email, please call front desk at 604-437-1234 upon your arrival and wait in your vehicle or outside of the office building (avoid waiting in the lobby or hallways) until your scheduled appointment time. A team member will notify you by phone when your treatment room is ready.

In-Office Measures to Ensure the Safety of Patients and Staff

- All individuals entering the clinic must wear a mask. (Exceptions will be made for young children and individuals unable to wear a mask for medical reasons.)
- Patients will be screened for COVID-19 symptoms and possible contact with COVID-19 positive persons upon entering the practice.
- Temperature checks will be taken upon entering the practice.
- Patients showing signs or symptoms of illness, or exposure to COVID-19, will be asked to reschedule their appointments.
- Hand sanitizer will be provided upon entrance that patients will be asked to use.
- Only scheduled patients will be allowed into the office except in the case where the scheduled patient requires care from one guardian or caregiver.
- The number of patients at any given time in the practice will be limited and appointments will be staggered.
- For physical distancing, we no longer have a physical waiting room.
- We ask that patients continue to practice physical distancing measures in the office at all times.
- There will be no physical contact with patients except for treatment.
- You will find hand sanitizer at our entrance and throughout the office.
- We will suspend providing coffee and refreshments (including water).
- Common areas will be cleaned and sanitized throughout the day.
- All staff will be screened daily for COVID-19 symptoms and possible contact with COVID-19 positive persons.
- Staff temperatures will be taken daily upon entering the practice.
- Appropriate personal protective equipment (PPE) will be provided for all clinical and administrative staff including, N95 (or equivalent) masks, face shields, gowns, gloves, and other protective equipment as required.
- Treatment rooms will be completely sterilized before patients are seated - extra time will be scheduled in-between appointments to allow for the thorough cleaning and disinfection of treatment rooms and equipment.

Checking Out After Your Appointment

- Plexiglass barriers have been installed at reception counters to protect patients and staff.
- Disposable or sterilized pens will be provided for completing required forms.
- Credit card / payment processing terminals will be wiped and sanitized after each use.
- Please note that we are only accepting Credit and Debit payments at this time. No cash.
- To minimize interaction we are avoiding all cash transactions until further notice, therefore we will not be reimbursing parking fees.

The safety of our patients and staff is our top priority, and our entire dental team is committed to ensuring your safety and comfort in receiving dental care from our office.

We are looking forward to reconnecting with our patients and providing for your dental needs.

If you have any questions or concerns related to your care after reviewing this information, please contact us directly.

Sincerely,

Dr. Darren Sam and Team