

Patient Information for Dental Treatment during COVID-19 Pandemic

GENERAL GUIDELINES

Only pre-scheduled patients are to enter the clinic, only one patient will be scheduled at a time and a minimum number of staff are in the office. Please call once you have arrived, and we will let you know when we are ready for you. Our waiting room area is not in use at this time.

Family/friends will not be allowed into the office unless deemed absolutely necessary, if this is the case it will be limited to 1 person for the individual (i.e. parent, caregiver).

If possible, print and sign the COVID-19 Consent from our website. Please fill out all personal information over the phone with the receptionist prior to arriving at the office; this includes medical history, consent forms, personal and payment/insurance information .

Please have a shower/wash your hair immediately before your appointment and arrive in freshly laundered clothes. If possible, use your toilet at home just before coming to the clinic.

Patients and staff are to maintain a minimum of 2 meters distance from each other whenever possible.

PATIENT PRESCREENING

You will be prescreened *before arriving at the office*, you will also be asked again when you have arrived at the office. If you are feeling unwell, it is very important that you do not come to the dental clinic.

Have you had Dry cough/fever (>37.5°C)/difficulty breathing or any flu-like symptoms?

Are you able to take your temperature at home before coming to the office?

Have you travelled, and returned from outside of BC within the last 2 weeks or returning from a work camp?

Have you had contact with any individual (s) who have/were symptomatic or have tested positive for COVID-19?

PATIENT ENTRANCE INTO THE CLINIC

Please call the office from the parking area upon arrival, if unable to call please tap on door or make eye contact with a staff member through the window; please remain in your car or outside until directed by the office to come in.

When we are ready, you will be instructed to come to the entrance where a mask and hand sanitizer will be waiting inside the door. Please hand sanitize on entering and exiting the clinic. If you have your own clean mask, please bring that to use. We ask that you wear a mask at all times in the clinic except for when we are doing dental treatment.

Once you have donned the mask and used sanitizer then a touchless thermometer temperature will be measured by a staff member who is wearing PPE.

We have air scrubber units in the treatment rooms that create a lot of airflow. It will be cool in the treatment rooms and we unfortunately will not have blankets or warming covers for patients to use. Please wear or bring extra layers of clothing to use if needed.

Hand sanitizer will be available at check-in and check-out — we'll encourage you to use it!

While things may look a little bit different in our office right now, know that our dental team is committed to maintaining the quality of our care. We've missed seeing you here in our office and are ready to safely provide you with the high-quality, comprehensive care you've come to expect.