



## **Covid-19 Update 5/22/20**

### **Keeping our patients and staff safe**

Our office is now open for the majority of dental services. However, we have made some changes to keep you and our team safe. Although our office has always utilized personal protective equipment (PPE) that exceeds B.C. guidelines, we have been working hard to emerge from this crisis even more confident in our ability to provide safe, compassionate care.

You will see many changes, as we have new ways of scheduling your appointments and managing your insurance and financial transactions. You will be contacted 48-72 hours prior to your appointment by email and asked a set of health-related questions. It is required that we complete this questionnaire prior to your appointment.

We understand change is challenging; especially given that we are experiencing these changes throughout all aspects of our lives. With this in mind, please see below for a list of enhanced precautions and protocols we have taken to protect you.

1. Please arrive as close to your appointment time as possible to decrease the number of people in the reception area. We will do our best to minimize wait times in the reception area. Patients will be shown to their clinical chair as soon as possible after arriving.
2. We have decreased the number of chairs in the reception area to two and we would ask that if there are already two people in the reception area, please wait outside the practice. There are chairs provided outside the practice at a safe distance from each other. Chairs are regularly disinfected.
3. We have removed magazines and items that can harbor or transfer germs of any kind. Hand sanitizers will be available throughout the clinic.
4. We require a mask to be worn by ALL patients upon entering the office.
5. A clear barrier has been installed on the reception desk.
6. Hand washing or hand sanitizing is required before all appointments by our team and by our patients.
7. Introduction of an oral pre-rinse for all patients to reduce exposure to germs.
8. Barrier sheeting has been installed around each clinical room.
9. Payments will ideally be done in a contactless manner. Our receptionist will enter credit card numbers for you or use the tap feature of your credit card

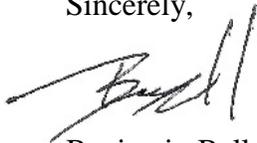
through the barrier.

10. Ambient air management with air purifiers using UV light and filtration.
11. Enhanced operatory disinfection procedures after all appointments.
12. New personal protection equipment (face shields, surgical gowns and N95 masks) for our team to provide barriers against the smallest of germs.
13. Reduction or elimination of airborne aerosols with high volume evacuation (HVE) during aerosol producing procedures.
14. Enhanced nightly disinfection procedures of equipment and office fixtures like computers, keyboards, telephones, chairs, doorknobs and buttons that may be touched unconsciously.
15. Spacing of appointments after any aerosol generating procedure to allow time for clearing of any residual aerosols before the next patient enters the treatment room.
16. Longer appointment times for the team to prepare and complete all the tasks and duties in the safest and most comprehensive manner.

We welcome any questions you might have and look forward to seeing you all once again!

**We look forward to seeing you again!**

Sincerely,



Benjamin Bell  
DMD, B.Sc.

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