

HELPING YOU NAVIGATE THROUGH YOUR NEXT DENTAL APPOINTMENT

While much will be different the next time you come to our office, one thing has not changed – the good health and well being of our patients is our top priority.

Please know that we are continually working with our governing bodies to best understand COVID-19 towards having a safe and healthy place to provide dental care. This includes maintaining our already strict hygiene and sterilization practices, while now also having specialized COVID-19 safety protocol training for all team members, over and above industry standards.



Thank you in advance for your patience and understanding as we all work together towards perfecting this “new normal” of dental office protocol and approach to patient care.

We are working hard behind the scenes to carefully plan your return:



PRIOR TO YOUR APPOINTMENT:

- Everyone visiting our office, whether for an appointment or accompanying a loved one, will be required to complete a **pre-screening questionnaire** at home. If you are directed to isolate, quarantine or seek medical attention, please call to cancel or reschedule your appointment.
- We ask that only **one parent or guardian accompany** our younger patients to their appointments. Our adult patients are asked to come unaccompanied, unless they require assistance.
- **Please arrive on time for your appointment.** Also, keep in mind that due to the extra safety measures in place, appointments may take longer than usual, so please allow yourself extra time in our office.



UPON ARRIVAL AT YOUR APPOINTMENT:

- Please **call our office** before entering; we will advise you whether you can come in or if we need you to wait outside or in your vehicle so that we can ensure physical distancing measures are followed.
- If not completed, we will ask you to complete your required **COVID-19 Patient Consent** form prior to coming inside.
- Upon entering, we will ask you a few more **screening questions**, we will take your temperature with a contactless thermometer, we will provide you with a mandatory mask and hand sanitizer.



WHAT YOU WILL SEE INSIDE OUR OFFICE:

- Any unnecessary, high-touch items such as magazines, video games, beverage stations, etc., have been removed from the waiting room to **reduce cross contamination** from patient to patient.
- In areas where physical distancing is more difficult, such as at our front reception area, **plexiglass barriers** have been put in place.
- Please don't be alarmed if you see some of our staff members wearing **enhanced personal protective equipment (PPE)** such as N95 masks, face shields or gowns. The type of PPE worn depends on the treatment our amazing staff members are involved in at that moment.

Pre-screening Questionnaire

All patients coming into our office for any reason must complete our pre-screening questionnaire, before every appointment. Should you be directed to isolate, quarantine or seek medical attention, you must call our office to cancel or reschedule your appointment. Remember we are all in this together, and it is up to each and every one of us to help keep our community safe.

