



Updated September 1, 2020

Dear Pender Harbour Dental Family,

We deeply appreciate your understanding as we navigate through this difficult time. Dentistry during COVID-19 has been difficult for those who have or will have a delay or cancellation in service. We are working to ensure minimal interruptions going forward. We are incredibly thankful for your cooperation.

We have strict regulations and guidelines to follow and are doing our best to treat patients inside our clinic and remotely with homecare suggestions and pharmaceuticals when necessary.

As always, your health and safety continue to be our highest priority and we are welcoming patients to our office by adopting and implementing these new protocols. Our team has been trained to do all we can to minimize the risk of COVID-19 for our patients and team members alike.

Appointment experience protocol is outlined below:

### **Scheduled Patients**

- ONLY scheduled patients will be permitted entry to the office.
- Parents/guardians/caregivers will be asked to wait in vehicles where possible.
- Patients with a fever above 37.5 degrees Celsius will be asked to reschedule their appointment.
- Your temperature will be taken with a non-contact infrared body thermometer on your forehead. If you do not consent to this screening measure please call to cancel your appointment.

### **Before Your Appointment**

- You will receive a Patient Acknowledgement Form to review and complete before **EVERY** appointment. You can return this document to our office with digital signatures, scan & email, fax, brought in on paper or even sign in our office if needed.

### **Upon Arrival to Your Appointment**

- Arrive in parking lot. Call us at 604-883-2997 to advise us that you are here.
- Wait in your car until we call you on your cell phone or come out to get you.
- Please wear a mask and come in through the front door of the Health Centre.
- Use hand sanitizer station inside front doors.
- Return your Patient Acknowledgement Form.
- Staff will take your temperature (touchless) and verbally ask you the self-assessment questions.

- You will be escorted to the treatment operatory by a staff member.
- Treatment will be provided.
- You will be given hand sanitizer or soap and water to disinfect your hands.
- Reception will review any details of your appointment or future scheduling.
- Depart the building, through the main doors.

### **Your Treatment and the Extra Steps Taken to Ensure your Safety**

- Safety glass installed in reception area.
- We ask that patients observe social distancing recommendations of six feet; we have removed most of our lobby chairs to encourage this. There will be no physical contact with patients with the exception of dental treatment.
- All operatories are disinfected before each patient is seated.
- Our team practices strict guidelines outlined by Vancouver Coastal Health and the College of Dental Surgeons of BC when preparing the clinic space.
- Every operatory has negative pressure machines installed for rapid air evacuation to quickly remove aerosols.
- Our team is prepared with appropriate personal protective equipment (PPE).
- Depending on your treatment, the level of recommended PPE may look different; you may see masks you haven't seen before, face shields, gowns, head covering, gloves etc. These items will be disinfected, changed or discarded as per manufacturer instructions between patients.

### **Finance**

- Due to social distancing recommendations, there may not be a receptionist in the office during your appointment. In this situation, we may ask for your credit card information over the phone.
- We will continue to bill directly to insurance plans, if appropriate, before collecting your portion.
- At this time, payment by Debit or Credit Cards (with Tap feature) are preferred.
- Due to increased COVID-19 safety measures put into place in the office, there is an additional \$10 dollar fee charged per appointment. This charge may not be covered by your insurance plan.

We are happy to be able to treat our patients at this time and are proceeding with utmost caution. It is our intention to have you feel confident that your safety is our primary concern.

We look forward to seeing you soon!

Your Pender Harbour Dental Team

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604-883-2997

