



May 25th, 2020

## COVID-19 Pandemic Controls

The health and safety of our patients, staff and the community is our top priority. Heightened health and safety precautions are currently in place at our office to limit the risk of community transmission of COVID-19. Above and beyond minimum safety requirements that are followed, the office has invested in several additional measures including the upcoming installation in June 2020 of Novaerus Air Disinfection technology which has been independently tested to reduce MS2 Bacteriophage, a surrogate for SARS-CoV-2 (COVID-19), by 99.99%.

Training and education of our team is an important step in service-readiness and reiterates the importance of full procedure compliance during this time.

- \* Refresh proper handwashing techniques for our team. This is a basic but very important step that can easily be overlooked by many people in general in preventing virus transmission.
- \* Practice the appropriate use of personal protective equipment (PPE)
- \* Temperature is to be taken twice a day, person sent home immediately if displaying elevated temperature of 100.4F or 38C and above.
- \* Formulated a checklist of recommendations and expectations for our team to limit possibility of virus transmission .

## **PRE-VISIT**

1. Pre-screening by phone or email of a patient to ensure the patient does not experience any of the following symptoms or risk factors:

- \*Cough
- \*Fever
- \*Difficulty breathing
- \*Sore throat
- \*Runny nose
- \*Flu-Like symptoms
- \*Loss of sense of taste or smell
- \*Close personal contact with confirmed or suspect Covid-19 person within the past 2 weeks

\*Travel outside of Canada within the past 2 weeks.

2.High risk patients such as elderly and immunocompromised given priority for quieter appointment times such as earlier in the day or immediately after a break.

3.Patients displaying any of the above symptoms unfortunately cannot be treated in a regular dental operatory at our location . We can instead assist remotely by referring you to an alternate facility.

4.Forms are now upgraded to an electronic form where possible to avoid the need for transferring clipboards, pens and paper.

5.A screening questionnaire is to be completed by the patient on arrival to confirm the absence of COVID-19 symptoms or risk and would be sent electronically to the patient for preview.

## **VISIT**

1.Only scheduled patients , or maximum of one accompanying guardian for a patient who is a minor will be allowed into the office.

2.Appointment times are staggered to reduce traffic inside the clinic. Please be punctual and arrive no earlier than 5 minutes prior to the appointment time. Therefore patients are encouraged to wait inside their vehicle, or immediately outside the building ( weather allowing) but socially distanced from others. If the operatory is not readily available waiting chairs are spaced 6 ft apart.

3.Hand sanitiser is placed by the entrance to the clinic, please make use of it on entry and after contact with any surfaces.

4.If the operatory is not readily available waiting chairs are spaced 6 ft apart.

5. Patients are encouraged to bring their own mask, and also pen in case of the need to complete additional insurance claim forms that do not yet allow digital signatures.

6.Reception area and other high touch surfaces throughout the office will be wiped at increased frequency.

7.Temperature will be gauged with a non contact thermometer, temperatures above 100.4F or 38C.

8. Washroom is closed except for emergencies, children must be accompanied. If the bathroom must be used please do so prior to or after the appointment rather than requesting to go mid-appointment.

9. Pre-rinse of hydrogen peroxide oral solution will be offered to the patient prior to treatment.

10. Staff are continuously masked unless they require a refreshment break.

11. Extra time is allowed to provide sufficient time for enhanced infection control procedures to take place.

12. Cases that will be Aerosol Generating Procedures (AGP) - are each risk evaluated, and when deemed necessary and appropriate, will be given dedicated enclosed operatories.

### **ON EXITING THE OFFICE**

1. Additional hand sanitiser will be offered immediately after treatment for reapplication.

2. Rebooking will either be done within the operatory or by phone call immediately after to reduce waiting room and reception area foot traffic.

3. Payment in cash is discouraged at this time. Please provide debit or credit card (Mastercard/Visa) instead to settle outstanding balances on the day.

We thank-you for your understanding and cooperation to ensure a safe environment for all to provide your care.