



What We Are Doing to Keep You and Our Team Safe.

We are excited to have the opportunity to welcome you back! Our office has always utilized personal protective equipment and infection control protocols that has exceeded all the BCCDC guidelines; however, in light of the COVID-19 Pandemic we have instituted additional protocols to ensure your safety.

In accordance to Provincial Health Office, The College of Dental surgeons of BC, and Work Safe BC, we must adhere to new guidelines. As Healthcare professionals who have always followed strict hygiene and sterilizations practices, our team is primed for these new protocols. You will see many changes, as we have new ways of scheduling your appointments and managing your insurance and financial transactions. Below is a list of some of the enhanced precautions we have taken to protect you and our Team Members.

Appointments:

1. Please wait for our office to email, text, or call with the date and time of your scheduled appointment. If you have an emergency however, call us immediately.
2. We need your help in completing a set of health-related questions which we will send to you prior to your appointment. 24 hours before your appointment, you will be contacted via phone, text, or email regarding any potential changes to your previous answers. **We will have to reschedule your appointment if we are unable to complete this step.**
3. We will limit the number of patients in the office at any given time in accordance to Physical Distancing Guidelines.
4. Due to the additional time and resources involved, we are implementing a temporary COVID safety and protection fee of \$10.00 per visit.



In-office visits:

1. Please stay in your car and text or phone us once you arrive. We will text or phone back when we are ready for you to come into our office.
2. Only the patient who is being treated will be allowed to enter the office. The only exceptions will be for our young patients or those who require a companion. Only one parent/caregiver may accompany the patient. Please wear a mask upon entering the office.
3. Your temperature will be taken by our staff using a touchless thermometer and you will be asked a few COVID-19 screening questions.
4. Do not eat or drink anything hot or cold 30 minutes prior to your appointment. This will allow us to take an accurate temperature reading.
5. Do not exercise 30 minutes prior to your appointment to allow us to take an accurate temperature reading.
6. You will be asked to use hand sanitizer when entering and leaving the office.
7. We have introduced an oral pre-rinse for all patients.
8. Where possible we have implemented contactless payment arrangements to avoid delay and to allow contactless exit from the office.
9. We ask for understanding while we will try to address all your treatment needs during your visit.

Environment and team:

1. We have removed magazines and other extraneous items. Hand sanitizers will be positioned throughout the clinic.
2. Installed droplet barriers at all reception areas.
3. Record the temperature of every team member each day immediately upon arrive at work, as well as at the end of every work period.



4. Team members will be screened in accordance to the health questionnaire that our patients are also required to answer.
5. Enhanced operatory disinfection procedures of all surfaces between patients.
6. Continuous HVAC management and control throughout the office.
7. Installation of enhanced medical grade air purification systems containing UVC light and HEPA filtration from Surgically Clean Air.
8. New protective barriers where possible: caps, visors, masks, gowns, and booties for our Dentists, Hygienists and Team.
9. We have introduced protocols to reduce or eliminate airborne aerosols during all dental procedures.
10. Enhanced nightly disinfection procedures of equipment and office fixtures like computers, keyboards, telephones, tablets, chairs, doorknobs, and buttons that may be touched unconsciously.
11. Longer appointment times to complete all appointment tasks and duties in the safest and most comprehensive manner.
12. Providing teledentistry services for follow up appointments or communication that can be done online or through video education.

Social:

1. WE LOVE OUR PATIENTS! We also love to chat with you at your appointment. Please understand that conversations will at times be significantly reduced to allow for social distancing, running on time, and disinfection.
2. We are providing more education materials on our online platforms to enhance your awareness of health issues related to this pandemic. Please follow us on our website (www.clear dental.ca), [Facebook page](#), and [Instagram profile](#).



We ask for your patience as we start rescheduling. We understand that there is a strong desire to get your treatment back on track as soon as possible and we will work hard to achieve that. We have already begun rescheduling patients based on their needs and on a first-cancelled-first-rescheduled basis. The exception to this would be emergency care as this will be prioritized.

We are so grateful for every one of our patients, and this time away has only served to make us even more thankful for each of you and therefore we are taking your safety VERY seriously. We ask for your patience and understanding during this transition.

Looking Forward to seeing you soon!

Clear Dental Family