

May 27, 2020

REOPENING OFFICE ANNOUNCEMENT IN RESPONSE TO COVID-19

I hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our office's commitment to your safety.

Infection control has always been a top priority in our practice. We follow recommendations and guidelines made by the College of Dental Surgeons of British Columbia, BCCDC and WorkSafe BC. This allows us to make sure that our infection control procedures are up-to-date and enables us to provide a safe environment for our patients and their family members. During this time, we have implemented additional safety precautions to help protect our patients and staff. Not only do we follow the recommendations, but we go above and beyond to minimize risk in order to provide safe and effective patient care.

We ask that you to be patient and understand that we will do our best to accommodate your scheduling needs as we know many of you are anxious to get back into our office.

Upon scheduling an appointment, we will kindly ask that all patients provide a valid email and cell phone number for ease of communication and a COVID-19 questionnaire will be emailed to you. This questionnaire must be completed before you arrive at the office. We will postpone treatment for any patient who has experienced or been in contact with someone who has experienced the following symptoms within 14 days of the scheduled appointment date: fever, dry cough, sore throat, runny nose, sneezing, post-nasal drip, recent loss of taste and/or smell, flu-like symptoms, difficulty breathing or shortness of breath, fatigue, returned from travel outside of Canada in the last 14 days, been in contact with any confirmed COVID-19 positive patients, or persons self-isolating because of a determined risk for COVID-19.

If you are over the age of 70 or have preexisting health conditions (as recommended by the BCCDC) such as diabetes, chronic lung disease or asthma, serious heart conditions, are immunocompromised, or chronic kidney or liver disease, we recommend you do not visit the office at this time. If you fall into this category but need to accompany a child or family member for a visit, please call our office as we will handle this request on a case-by-case basis.

We will be scheduling appointments in a manner that promotes social distancing and allows for adequate time for us to disinfect all areas of use in between patient appointments.

Upon arrival at our office, please call us before entering the office to let us know you have arrived. We will call or text you once the office is ready for you to enter. Our waiting room will have limited access and the door will remain locked until the exact appointment time. If we are running a few minutes late, please bear with us. Alternatively, you may stay in the car and call us to let us know you have arrived. We will call you when it is time to enter.

We ask that patients enter the office unaccompanied, if possible. For those patients who need a guardian to accompany them, we ask that this be limited to a single family member.

Every person entering the office will be asked to sanitize their hands immediately upon entry and exit. Everyone is expected to wear a face covering upon entering/exiting the office and while walking down the hallway to/from the treatment room. If you do not have a mask or face covering, a mask will be provided by our office.

Please take your temperature the morning of your appointment. We will confirm you have no fever with a contactless thermometer upon your arrival.

Our waiting room will no longer offer magazines, children's toys, coffee/tea and so forth, since these items are difficult to clean and disinfect.

Clear plastic screens (sneeze guards) have been installed at the front desk to minimize exposure to airborne pathogens.

Touchless "tap" payment is preferred. If a larger amount requires entry of a PIN, we will ensure payment terminals are wiped down before and after each use. We no longer accept cash. Cheques are still accepted.

High Efficiency Particulate Arrestance (HEPA) air purifiers have been installed in the office to help improve the air quality in the office for all patients, family members, and staff.

The staff and I will be wearing all of the recommended personal protective equipment (PPE).

We value your trust and loyalty and look forward to welcoming back our patients, neighbors, and friends. We are happy to answer any questions you may have regarding the steps we take to keep our patients safe in our practice. To make an appointment, please call our office at 604-647-6453 or send us an email : smile@lovemysmiledental.com

Thank you for your understanding.

Dr. Angel Chen and Team.