

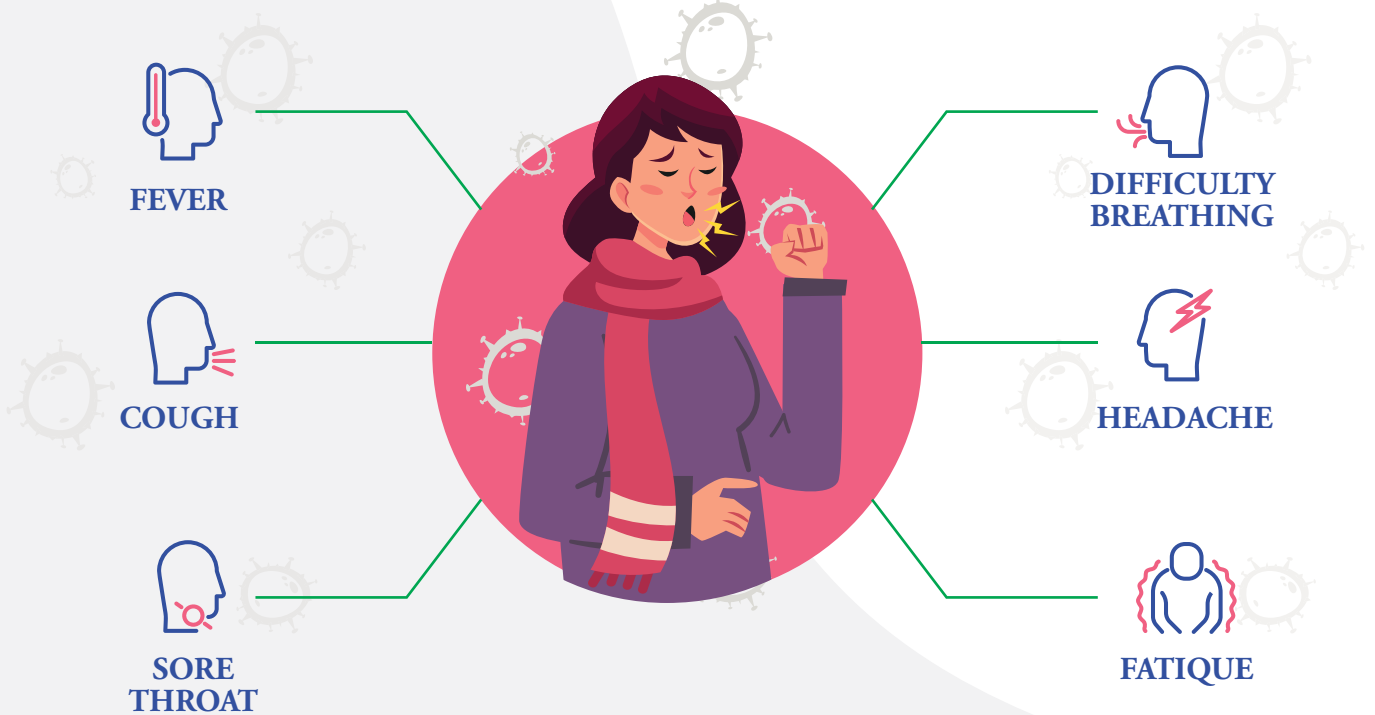
Your Pre-Appointment Dental Pack



SMART DENTAL
COMPLIANCE & TRAINING

COVID-19 Signs & Symptoms

SYMPTOMS



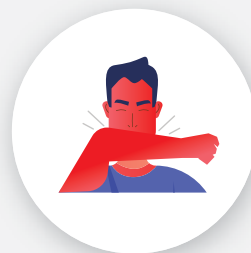
PREVENTION



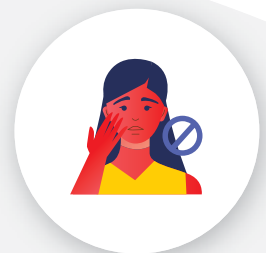
STAY HOME



WASH YOUR HANDS



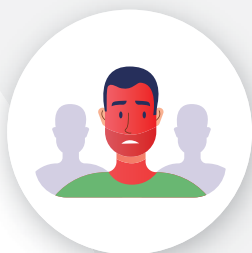
COVER YOUR MOUTH



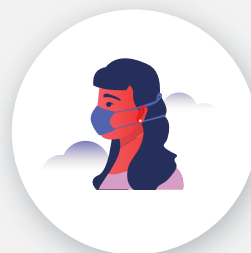
DON'T TOUCH YOUR FACE



CLEAN THE SURFACES



MAINTAIN A SAFE DISTANCE



USE MASK



EAT HEALTHY

VULNERABLE GROUP

OLDER PATIENT

CHRONIC PATIENTS

SMOKERS

Dear Patient

Thank you for booking an appointment with us

We hope that you and your family are healthy and well. We have seen a lot of changes recently, but we all are looking forward to resuming a sense of normalcy. Of all the changes that have ensued, one thing remains certain: our commitment to your health and safety.

Our Practice has always made infection control a top priority. Our team tailors each patient experience so that your dental care is both safe and comfortable. We want to make you aware of the infection control changes that we are making in our practice that will keep our team, and you safe.

Our practice is in compliance with the Faculty of General Dental Practitioner.

Here are the changes you can expect to see as we navigate through a COVID-19 world. These changes were made with the safety of you and our staff in mind. You will see these changes take place at your appointment.

Prior to your Appointment

- You will be asked screening questions when you schedule an appointment. The same questions will be asked again when you arrive at our office. All paperwork must be completed and email to the practice within 24 hours of your appointment time
- Appointments will be scheduled in a manner that allows us to maintain social distancing standards throughout the practice. This means that there will be fewer options when scheduling your appointment. Please be mindful of our cancellation policy

On Arrival

- Until further notice, call our practice when you arrive at our office, and please remain in your vehicle until we notify you that you can enter for your appointment
- Upon entering our practice, your temperature will be taken and recorded
- We will ask that you use hand sanitizer that we provide when you enter the practice
- Check-ins will now be hands-free
- Before beginning your appointment, you will be asked to rinse your mouth with a pre-rinse (hydrogen peroxide) that we provide to you. This rinse will cleanse surface microbials. (Delete if not applicable)
- At the conclusion of your appointment, we will request that you sanitize your hands again before entering our business area
- All magazines, children's toys, and such have been removed from our waiting room because these items cannot be disinfected thoroughly
- Our goal is to allow more time between patients to reduce your wait time and the number of patients checking in or out
- We also ask that only the patient being treated enter the practice. Please make arrangements for childcare, as children that aren't being treated are not permitted to enter. If you need assistance walking to the building, the person with you may walk you to the front door, and then one of our trusted team members will help you from there.

COVID - 19 PATIENT PROTOCOL

We appreciate your patience with our new protocols. This is ultimately for the safety of yourself and our staff.



1. Only enter the building if you are NOT displaying symptoms of COVID-19



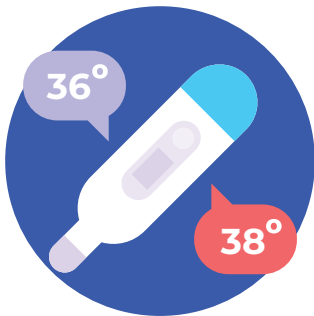
2. Enter the building at the correct time of your appointment



3. Please enter the building alone, those without an appointment may be asked to leave



4. On entering the building you MUST use the hand sanitizer provided



5. We will digital take your temperature



6. You may be given a mask to wear whilst seated in the waiting room



7. Where possible, we will call you directly into the surgery



7. Where possible, please practice social distancing in the waiting room