

Physical Distancing & Your Next Appointment

Dear valued patients,

We understand there are questions prior to your appointment on what to expect with our new safety measures. Below we have included a summary of protocols we will be following to make you feel comfortable and safe during your next appointment:

Please note our confirmation practices have changed due to Covid-19



Pre-screening

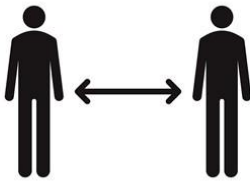
We will be asking pre-screening questions by phone when booking appointments, at confirmation time **one day before** appointments, and again once you have arrived. (**Pre-screening and confirmation for Monday appointments will be done on Thursday of the previous week.**) Multiple confirmation attempts will be temporarily halted, as long as pre-screening is necessary after which we will resume our customary confirmation practices. The questions pertain to covid-19 symptoms and risks. To avoid rescheduling of booked appointments in situations where we are unable to speak to you personally at the time of confirmation, please ensure we have the best contact information possible. A Covid-19 consent to treatment form must be completed prior to appointments.

If you do not have an appointment, but would like one please call us at 1 250 374-4818 so we can complete pre-screening prior to visiting us



Sanitizing & Masking Station

Upon arrival there will be a station to the left side of the reception area to don a mask, and sanitize your hands. Please sanitize hands upon entering the facility, and when exiting treatment room. **Patients are asked to arrive wearing a mask, and will be asked to keep their mask on in the treatment area if they are not being immediately attended to.**



Physical Distancing

To assist us in carrying out physical distancing, please pay close attention to the start time provided. **You must show up 10 minutes prior to your appointment to complete pre-screening.** A doorbell has been installed to the right side of the main entrance to announce your arrival. A **designated seating plan** will be in effect, please pay attention to the signs as you enter the reception area. Patient, staff, and doctor are to stay 2 metres (6 feet) apart from one another when possible, as advised from the Provincial Health Authority.



Infection Control

Cleaning will occur after every patient on high touch surfaces with BCCDC approved cleaning agent (Reception area, bathrooms, pens, clip boards, benches, POS machine) Safety barriers and signs have been placed to help guide patients. Hospital grade HEPA Filters will be placed strategically (awaiting delivery).



Team

On top of all the protocols, staff are constantly monitoring changes in protocols. Each member is highly trained in keeping patients and themselves safe. Team members will be pre-screened daily for Covid-19 symptoms to be sure they do not present a risk to patients or the workplace.

Thank you for your consideration.

Sincerely

Dr. Maureen Murray, DDS and Hillside Dental Team