

The following is important information about your upcoming dental appointment at Okanagan Dentistry. We look forward to seeing you in the office soon. Some things have changed about the way we deliver dental care during the COVID-19 pandemic. Although some of these changes may be difficult, please be patient and we will do our best to ensure your appointment runs as smoothly as possible.

1. Please fill out the attached screening form and return it within 48 hours of your scheduled appointment.
2. All documents whenever possible will be completed offsite or delivered in digital format to minimize virus transmission.
3. When you arrive at our office, do not enter the building without wearing a mask. Any mask will do when entering the building, including cloth masks, as long as your mouth and nose are covered. If you do not have a mask available to you, please let us know in advance and one will be provided for you when you arrive at our office door. Please use the stairs as the building manager will not allow people without masks to use the elevator.
4. DO NOT enter the reception area of our office until you are directed to do so to prevent interaction with any other patients and staff. This is implemented both to screen our patients prior to entry and to enforce social distancing requirements.
5. We encourage patients to use public washrooms prior to entering the office area as we would like to minimize washroom use within our facility. The public washrooms will be disinfected regularly throughout the day.
6. A member of our team will approach the door to record your temperature with a touchless thermometer after you have applied your mask (if not already wearing one) and used the supplied hand sanitizer for a minimum of 20 seconds. You may be asked the COVID-19 screening questions again prior to admission to the reception area.
7. Only pre-screened patients undergoing treatment can enter the reception area. Caregivers and parents will be asked to wait outside the office until treatment is complete.
8. Contactless payment such as e-transfer and manual credit card entry are preferred to limit time spent in the reception area. If you are speaking to one of our receptionists in person please attempt to stand 2 meters back from the sneeze guard at the front desk. Payment that cannot be addressed after your appointment by phone or e-transfer will be completed preferably before treatment is completed, to minimize post-treatment interaction outside the treatment room.

9. Treatment rooms will take longer to disinfect than usual and extra time for each appointment has been allocated to allow for this. If we are not ready to immediately bring you to the treatment area, you may be asked to wait in the hallway or return to your car. We will phone you to return immediately once we are ready.
10. You may have been booked for an examination and diagnosis only. We may ask you to return for treatment if the treatment requires an “aerosol generating” procedure. This is not our goal during normal circumstances but during the pandemic it is unavoidable. True emergencies will be scheduled for treatment as soon as possible.
11. Immediately once you enter the treatment room you will be given a disinfectant rinse to eliminate any pathogens in your mouth, and we will use a disposable drape during aerosol procedures to protect your clothing.
12. Once you have completed your appointment, you may be asked to stay in the treatment room until you can leave by a separate exit to the reception area, leaving the office as quickly as possible to allow for other patients to enter and exit while maintaining physical distancing.

Although these changes may seem challenging they are put in place to protect our patients and staff from disease transmission. If you have any questions or concerns, please get in touch with us prior to your upcoming appointment. Thank you and have a great day!