

To our valued patients,

We sincerely hope you and your family are staying healthy and safe during these times of uncertainty due to Covid-19. Things are very different now and we want you to know that we are committed to taking the steps to ensure a safe environment for our patients and team. As such, we will be implementing additional equipment and steps to enhance our already high level of infection control protocols.

Based on new guidelines, it has been recommended to defer the treatment for patients considered more vulnerable to developing severe Covid-19 whenever possible. This would include those with preexisting conditions such as serious respiratory disease, serious heart conditions, immunocompromised conditions ( including patients undergoing cancer treatment and transplant patients), severe obesity, diabetes, chronic kidney disease or those undergoing dialysis, pregnant patients and patients over 70+ years old.

A gradual re-opening will commence mid June and we ask you for your patience. Many appointments were cancelled during the office closure and we will do our best to reschedule you in as soon as possible. In the upcoming days, we will start to reschedule patients based on a triage system of emergent, urgent and elective treatment.

When you come in for your appointment, the following protocol will be applied and we ask you for your understanding.

- Please use your own washroom at home prior to leaving for your appointment.
- Prescreening of patients for Covid-19 symptoms and risks factors. If the prescreening reveals a concern, we will reschedule your appointment.
- Phone the office at [604-465-8011](tel:604-465-8011) when you arrive into the parking lot. Please stay in your car until we call or text you when we are ready to have you enter the office.
- Attend appointments alone where possible and do not bring friends or children.
- Limit personal items being brought into the office.
- Temperature check with a touchless thermometer will be done for all patients and escorts.
- We require a mask to be worn by all patients upon entering the office.
- Please use the hand sanitizer that we have provided immediately upon entering the office.
- There will be a Covid-19 consent form for you to review and sign.
- Social distancing is to be observed and all the waiting room chairs have been spaced apart by 2 meters.
- There will be no pillows or blankets provided for your appointment.
- Introduction of a pre-procedural hydrogen peroxide rinse for all patients.
- Please sanitize hands in the treatment room at the completion of your appointment.
- Stand behind the plexiglass shields when at the reception desk.

- Touchless payment is preferred ( Visa, Mastercard, Tap).
- If you have multiple appointments to schedule, please phone us to schedule them.
- Please be sure to inform us if you develop any symptoms of Covid-19 following your appointment.
- No walk ins will be allowed at this time. Please call our office if you have any questions or need to make an appointment.

#### Meadows Family Dental Team Commitments

- We have each undergone training in the new protocols we have implemented.
- We will be screening each team member daily as they arrive to the office with the same Covid19 questionnaire our patients are required to answer.
- Extra time between patient appointments have been scheduled to allow additional disinfection of the treatment room.
- We will be wearing extra personal protection equipment (PPE) including gown, surgical caps and face shields.
- Additional measures to control aerosols will be added to augment our already good HVAC system. Air filtration systems with medical grade HEPA filters and UV air disinfection will be used.

We look forward to seeing you again soon and are happy to answer any questions you may have about the steps we have taken to keep you, the staff and community safe.

Thank you for your patience as we all work through this “new normal” together. We value your trust and loyalty and look forward to welcoming you back to our practice.

Sincerely,

Dr. Michael Chow and Team