

July 23, 2020

Dear valued patients,

First and foremost, we hope you and your family are well. Our community has been through a lot over the last few months and we are truly excited to have the opportunity to welcome you back! We are open and we want to share with you some important changes we have made to our office and our protocols. Our office has always utilized Personal Protective Equipment (PPE) and Infection Prevention and Control (IPAC) protocols that have exceeded all the guidelines set forth by the Royal College of Dental Surgeons of Ontario (RCDSO) and Public Health of Ontario; however, in light of the COVID-19 Pandemic we have instituted additional guidelines and protocols to ensure your safety.

You will see many changes, as we have new ways of scheduling your appointments and managing your insurance and financial transactions. First, you will be contacted 48-72 hours prior to your appointment and asked a set of health-related questions. It is required that we complete this questionnaire prior to your appointment. We will have to reschedule your appointment if we are unable to complete this step. You will be asked the same set of questions again upon entering our office and your temperature will be recorded using a non-contact thermometer. Below is a list of some of the enhanced precautions we have taken to protect you in addition to extensive team training on infection control and patient management procedures.

- Personalized arrival procedures to guide you from your car directly to treatment rooms to eliminate contacting surfaces.
- Maintain distancing in the reception area for essential caregivers and parents of minors if they cannot wait in the vehicle or outside the clinic.
- Removed magazines and items that can harbor or transfer germs of any kind.
- Hand sanitizers will be positioned throughout the clinic.
- We require a mask to be worn by ALL patients upon entering the office.
- Installed glass barriers at all reception areas.
- Require patients clean hands before and after all appointments. This is routinely done by our team and will continue to be.
- Introduce an oral pre-procedural rinse to reduce exposure to germs.
- Renovation to close operatories to manage spread of germs.
- Ambient air management with installation of hospital grade HEPA 14 air purifiers continuously running in treatment rooms to remove germs from circulating air.
- Introduce protocols to reduce or eliminate airborne aerosols during all dental procedures.
- Enhanced disinfection of high touch surfaces like keyboards, telephones, chairs, doorknobs, bathrooms, light switches.
- Disinfection of all outside mail and packages that enter the building.
- Nightly fogging of the entire office with a disinfectant mist to access hard to reach places that can be easily missed.

- Longer appointment times for you to prepare and complete all appointment tasks and duties in the safest and most comprehensive manner.
- Enhanced PPE – face shields, gowns, N95 respirators, bouffant caps.
- Require all team members to complete a questionnaire and record their temperature at beginning and middle of work period.
- Payment arrangements in advance to avoid delay and allow contactless exit from the appointment.

We are happy to answer any question you may have about the steps we take to keep you safe in our practice. We miss all of you and we look forward to seeing you again soon.

Yours truly,

Dr. Sara Chirico & Dr. Nick Bozicevic & Team