

Our Detailed Process for Providing Dental Care

During these times, transparency of information is critical.
Dr. Bodea and her team want to do their best for you. No detail is spared.

1 BEFORE YOUR APPOINTMENT:

- 1) During your confirmation call (1-3 days prior), Sue or Natalie will ask you a series of questions from this form (linked separately) in order to determine your suitability for visiting us, in addition to evaluating any changes in your health history since we last saw you (i.e. medication changes, hospital visits, new allergies).
- 2) An email copy of a patient acknowledgment risk form will be sent to you to be completed prior to your arrival. (linked separately).

2 ONCE YOU ARRIVE:

- 1) Call 705-322-1144 from your vehicle once you arrive in our parking lot informing us that you are here. We kindly ask that you wait in your car until we confirm with you over the phone that we are ready to escort you into our newly renovated space. *Please note:* we ask that you arrive unaccompanied, unless you are a parent or you are required to assist a patient.
- 2) Please wear your face mask upon entering and ensure you have sanitized your hands.
- 3) Sue or Natalie (who will be wearing face masks) will open both doors for you as you enter and will escort you to the screening area where you will see different signages for:
 - a. Hand hygiene, respiratory hygiene, physical distancing, COVID-19 signs/symptoms
- 4) Sue or Natalie will pump hand sanitizer directly in your hands once you've entered reception as an extra precaution.
- 5) An infrared thermometer will be used to check your temperature.
- 6) Screening questions will be asked again (same as those asked prior to your appointment).
- 7) Your completed acknowledgment risk form will be reviewed (preferably received electronically).
- 8) You will be escorted by either Sue or Natalie directly to the disinfected operatory where the dentist and assistant will be already wearing their PPEs and prepared for your arrival. Screening/acknowledgment forms will be passed over.

3 ONCE YOU HAVE ENTERED THE OPERATORY:

- 1) In the operatory:
 - a. You will be asked to rinse with a diluted peroxide mouthwash for 30 seconds.
 - b. A designated spot will be made available for limited personal items.
 - c. Your two intake forms will be reviewed, followed by a review of your dental concerns, development of a diagnosis, and rendering your dental treatment.
 - d. There will be minimal to no disruption while you are in the operatory.
- 2) In the reception: Sue or Natalie will disinfect any surface that has been contacted from your arrival including reception surfaces and/or washroom contact surfaces (if used).

4 ONCE YOU LEAVE THE OPERATORY:

- 1) We ask that you re-apply your mask as you re-enter reception and that you hand sanitize using our operatory wall-mounted dispenser.
- 2) At reception, upon checking-out, we can provide you with email copies of your receipt. *Please note:* cash, unfortunately, will no longer be accepted as a form of payment.
- 3) We ask that you allow Sue or Natalie to open the doors again for you upon leaving.
- 4) Dental assistants will render strict disinfection and sterilization procedures. Reception team will similarly disinfect all reception and/or washroom contact surfaces (if used).

5 10-14 DAYS LATER:

- 1) A care call will be made by Sue or Natalie clarifying if you have experienced any symptoms of COVID-19 since your appointment and to check-in on your wellbeing.