

# COVID-19 Update

To our patients of Integral, Pearl, and Ellice Dental,

Our dental offices are open and we are pleased to help with your dental care.

With Covid-19 cases continuing to escalate throughout Canada, your worries for your safety are legitimate. Aside from masking and social distancing, you might be wondering how safe it is to visit your doctor or dentist.

If you have been carefully doing all the right things to keep you and your family safe, you certainly don't want to create more risk for yourselves by doing the wrong thing.

At the same, it's important to keep up with appointments with the dentist.

**Here is what we are doing to keep you safe during your dental visit:**

## **Phone Pre-Screening Before Appointments**

In an effort to avoid anyone coming into the office who is experiencing potential COVID-19 symptoms, the office will be doing pre-screening calls to all patients before they arrive for their appointment.

What does this mean? The office will contact you before your appointment. They will go over the pre-screening questions to ensure you are not showing any symptoms related to COVID-19.

The office will always air on the side of caution and ask you to reschedule if you have any potential symptoms.

## **In-Office Covid 19 Screening**

Once you arrive at any of our locations, Integral Dental, Ellice Dental, or Pearl Dental, and following your alcohol-based hand sanitization, you will again get screened before entering.

Our locations are being careful to stagger patient arrival times, so you aren't entering with other patients. We are asking our patients to arrive alone and with a limited waiting time.

We don't want our patients to risk exposure from another patient in the waiting room. Your temperature will be taken, and a verbal questionnaire about symptoms will get administered again once you arrive at the office location.

## **Staff in Personal Protective Equipment**

As a safety precaution to protect our patients and our staff, all employees will be wearing personal protection equipment. This gear includes a mask, a shield, a gown, and gloves.

Gloves get changed after each patient. Shields are regularly sanitized.

We ask all patients to come in wearing a mask, and you won't remove it until you are in the chair ready for treatment.

### **Equipment Sanitation**

We remain diligent in caring for the dental equipment we use on our patients. Equipment is sanitized after each patient. The rooms are cleaned and prepared for new patients before the next patient arrives.

The same high standards we have always practiced remain in place to ensure our dental equipment is clean and safe for your visit.

### **Social Distancing Practices in Place**

Social distancing is one of the keys to preventing the spread of the coronavirus. We are doing our part to practice social distancing. Our appointments are spread apart so that you won't be entering the office simultaneously as another appointment.

We are not allowing patients to wait in the waiting room like you might once have done. Now when you arrive and get screened, you will be taken right to your exam space.

As your dentist, we are doing everything we can to keep you safe and make our offices ready, so you can get the dental care you need.

Whether you visit Integral Dental, Ellice Dental, or Pearl Dental, your safety is our number one priority. Contact us today for more information on our safety protocols and to make your dental appointment.

Thank you.

Integral Dental, Ellice Dental & Pearl Family Dental