

Patient Information and Dental Appointment Guidelines

Adult appointments

- Please bring a mask with you
 - o A mask must always be worn while in the office
 - Except when receiving treatment
- Please fill out the digital patient screening form online and submit it electronically to our office before you come to your appointment
 - o You may also print a copy of the screening form, complete it and bring it with you to your appointment
- Please bring the printed and completed patient screening form with you to your appointment if you have not submitted electronically
- Please do not bring children with you to your appointment. Only the person receiving treatment will be permitted to enter the building.
 - o Exceptions:
 - Adults needing the assistance of a care caregiver
- You will go through a screening process before entering the main office reception area
 - o Hand Hygiene – Spray hand sanitizer
 - o Mask
 - Please bring your own
 - o Verbal review of the screening form submitted electronically or brought with you if printed
 - o Temperature recorded (non-contact infrared thermometer will be used)
 - If you have a high temperature you will be asked to return home. Your appointment will be rescheduled by phone two weeks later if you have remained symptom free
 - If you have a slightly elevated temperature, your temperature will be retaken after 5 minutes
- After the screening process has been completed, you may be asked to return to your car to wait for your appointment to start or you may be seated in the waiting room if it is safe to do so while respecting physical distancing recommendations.
- After your treatment is completed you will be escorted to the rear exit of the building.
- To minimize person to person interactions while in the dental office:
 - o Your next appointment will be booked while you are still in the dental chair
 - o Your insurance claim will be submitted electronically
 - If a secondary claim form is needed, it will be mailed to you
 - o Your receipt will be sent to the e-mail address provided on your screening form
 - o We will accept payment by Credit and Debit card only at this time. Cash and personal cheques will not be accepted

Appointments for children older than 5 years of age

- Parents will be asked to wait in the car while child is receiving treatment
- Parents may escort their children to the front door and remain present for the screening process.
 - o Parents/caregiver will also wear a mask
- Patients will exit through the back door after treatment is completed. Younger Children will be escorted back to their parents by a staff member
- Payment can be made over the phone by credit card after treatment is completed

Appointments for children younger than 5 years of age

- Parent or care giver may accompany child to appointment
 - o Parent or caregiver must also fill out a screening form both child and parent will be screened upon arrival
 - o Parent or caregiver must always wear a mask while in the office.
 - Please bring your own mask

Adults needing the assistance of a care caregiver

- Caregiver may accompany the patient to appointment
 - o Caregiver must also fill out screening form and will be screened upon arrival
 - o Caregiver must always wear a mask while in the office.
 - Please bring your own mask

Please note: Bathroom access will be limited. Please keep this in mind when leaving your house for your dental appointment.