



Dear Valued Patient:

May 19, 2020

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming to normal lives. While many things have changed, one thing has remained the same: our commitment to your care and safety.

To ensure your safety and comfort when receiving care from us, infection control has always been a top priority at Bayview Dental . We have implemented infection control procedures to keep our patients and team members safe.

Our office follows infection control recommendations made by the College of Dental Surgeons of BC(CDSBC), Canadian Dental Association(CDA), BC Centre for Disease Control(BC Ministry of Health), and WorkSafeBC. We not only adhere to the minimum recommendations, we go above and beyond minimize risk while providing effective and uninterrupted patient care.

To keep up-to-date on any new rulings or guidance from these agencies, you may see some the following changes when it is time for your next appointment:

- Our office will call to review some screening questions prior to your appointment (see COVID-19 Patient Screening Form) and again on your arrival.
- We kindly ask that all patients provide a valid email for ease of communication.
- Please attend your appointment alone. Only one parent or guardian will be allowed to attend the appointment with a minor, unless your immediate family is intentionally scheduled with you at the same time block. For more details for scheduling your family together, please ask our reception.
- We ask that you wait outside. For your safety, our waiting room will have limited access and the door will remain locked until your scheduled appointment at which time we will let you in. Alternatively you may remain in your car and call to let us know you have arrived. We will call you when it is safe to enter.

- We will no longer offer magazines, children's toys and so forth, as these items are difficult to clean and disinfect.
- Appointments will be scheduled strategically to allow for social distancing between patients. Unfortunately, this may mean fewer options for scheduling appointments within the next 3 months.
- To protect our staff and minimize fluid splatter, we recommend you do your pre-appointment brushing, flossing, mouthwash rinsing at home to minimize surface contamination in office facility.
- Please use the Hand Sanitizer we provide when entering and exiting our office.
- Please bring and where a mask (cloth mask, or disposable mask of any level) to your appointment. We can provide a mask upon entry to patients without one.
- Touch-less "tap" payment is preferred. If a larger amount requires entry of PIN, we will ensure pay terminals are wiped down before and after use. We no longer accept cash. If you must pay by cash please let us know ahead of time and arrangements will be made. Cheques are still accepted, we will provide an envelope.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call our office at 604.277.2483, visit our website or email us at [info@bayviewdental.ca](mailto:info@bayviewdental.ca)

Thank you for your patience and understanding as we adapt to these changes. We value your trust and we look forward to welcoming our patients, their families, neighbours and friends back to Bayview Dental.

Sincerely,

Dr. Louise Liang and Team.

**Pre-appointment checklist:**

- screening questions answered verbally or by email.
- pre-appointment brushing be done at home
- bring your mask if you have one.
- notify us of any change of vital information (eg. address, phone number, email, insurance detail, health history)