

Victoria Station Dental

#2 420 Allan Street
Red Deer, AB T4N 2K7

403-340-3229

Dear Victoria Station Dental patients:

We hope this letter finds you and your family in good health. Our community has been through a lot over the past few months, and all of us are looking forward to resuming our normal routines. Our office is particularly excited to get back to providing dental treatment and we are planning to reopen May 14th under the guidelines of the Alberta Dental Association and College, and AHS. The emphasis will be on addressing urgent needs first and then progressing to providing routine treatment over the following weeks.

Our top priority will be to follow rigorous infection control procedures to keep our patients and staff SAFE.

Our scheduling processes and office measures have changed temporarily. We made these changes to help protect our clients and staff. We will be leaving more time in between patients to make sure that appointments do not overlap and allow for social distancing between clients. Therefore we will be seeing fewer patients in a day. That may mean that you are offered fewer options for scheduling your appointment. There will be no magazines, children's toys and so forth in the waiting room as those items are difficult to clean and there will be fewer chairs as well.

Our office will communicate with you at the time you schedule your appointment to ask some screening questions. You will be asked those same questions when you are in the office.

When you arrive for your appointment, please stay in your car and phone us to let us know that you are here. Only the patient that is being seen will be allowed in the office. We ask that people who may accompany you stay in the car. For children we will allow one parent or guardian only to accompany them if necessary. We cannot allow more than one parent or other siblings in the office. We will also screen the parent and if they come in to the treatment room they will be asked to wear a mask and possibly a gown.

When we are ready to see you, we will phone you in your car to let you know that you may enter the office. Upon entering you will be met by a staff member and we ask that you use the hand sanitizer provided. You will also find some in the waiting room and other places in the office for you to use as needed. We will take your temperature with a non-touch thermometer and you will be asked to complete a Covid 19 questionnaire. Once you complete that and talk with the receptionist we will guide you directly to the treatment room. Before we start working on you we will ask you to rinse with 1% hydrogen peroxide.

The appearance of our office has temporarily been altered slightly with plastic sheeting isolating some of the treatment rooms. This is for everyone's safety to minimize the spread of

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aerosol droplets when we are doing things like drilling or suctioning. You will notice that we will be wearing things like scrubs, gowns, hats and face shields.

When your treatment is complete and instructions provided, you will be directed to the washroom to either wash your hands or use hand sanitizer, and then to the front desk to complete the insurance and payment portion of the appointment. If other clients or people are in the front area of the office we ask that you maintain physical distancing of at least 2m and please be patient for us to serve you.

We will follow up after your appointment with a phone call in 3-4 days and ask you a few questions to make sure that you are feeling well and are not experiencing any symptoms such as fever, cough, runny nose or sore throat. After 14 days we will follow up with yet another call to repeat the same. Please bear with us with these calls as we must maintain diligence for our and your health records and for everyone's safety.

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 client safe in our practice. Thank-you for being our patient. We consider that a privilege and we value your trust and look forward to welcoming you, our other clients, neighbours and friends back.

Sincerely,

Victoria Station Dental