**YOUR SAFETY AND WELL-BEING IS OUR PRIORITY**

**PLEASE HELP US HELP YOU AND YOUR FAMILY**

***PATIENT’S OFFICE VISIT INFORMATION AND PROTOCOL DURING COVID-19 PANDEMIC***

1. Make sure all forms have been emailed back to the office minimum of **2 FULL BUSINESS DAYS** prior to your scheduled appointment.
2. Remain in your vehicles (or stay outside) and call the office notifying your arrival. We will let you know if we are ready to welcome you into the office. Should you have no cell phone with you, please ring the doorbell and one of the staff members will let you in when we are ready.
3. IT IS VERY IMPORTANT TO WEAR **YOUR OWN MASK** AND KEEP IT ON AT ALL TIMES except of course, during procedure time. Should you forget your own mask, you can obtain one from us at minimal cost of $1.00 (Personal Protection Equipment is very limited and costly at this time). Please bring a pen with you too.
4. As you are entering the office, one of our staff members will greet you at the door, give you some hand sanitizer (*first*) and take your temperature. The same questions from the form we emailed you will be asked again.
5. We can only proceed with your appointment after all pre-screening test and procedures are completed and cleared. Based on the pre-screening result, we have every right to defer your appointment.
6. Pre-screening test and procedures will need to be done for the person who accompany you to your appointment. We have to limit to **ONE** person only and when it is absolutely necessary for you to have him/her and MASK has to be worn at all times.
7. You will have no access to the front closet at this time. Please bring as minimal as possible into the office and keep all your belongings with you at all times.
8. Our reception area will no longer offer magazines, books or children’s toys since those items are difficult to fully disinfect. We will do our best to escort you right away to your designated treatment room.
9. We have placed some signs (DO NOT SIT HERE) on the chairs in the reception area to respect physical distancing as well as spacing out appointments to reduce the number of patients in the reception area at any one time. Unfortunately, this leads to less flexibility for available appointments.
10. As per our regulatory bodies’ strong advice, please minimize what you touch while in the office. This includes the use of our washroom (ONLY THE MAIN FLOOR WASHROOM IS ACCESSIBLE TO PATIENTS AT THIS TIME). We ask you, if it is possible at all, to use your own washroom at home before you come to your appointment. However, we understand that there will be times that you WILL need to use the bathroom (long travel distance, long appointments or just because the need is there) and of course we will accommodate that need. In keeping up with the guidelines, we will sanitize the door handles, light switches, toilet flush handle, faucet and sink after every use. We kindly request for you to help us in keeping our washroom clean as well and **ABSOLUTELY NO RINSING/SPITTING IN THE SINK AND/OR TOILET.**
11. Hand sanitizer (*second*) will be given as soon as you are in your treatment room and once seated, you will be asked to rinse with 1% Hydrogen Peroxide solution for 1 minute to reduce the concentration of bacteria and virus residing in your mouth. We will either use our High Volume Suction or ask you to **gently spit** into the funnel attached to our HVS after the 1-minute rinse.
12. Once the procedures begin, the same care, gentleness and dedication to perfection that you have come to expect from our office will be there for you.
13. We apologize that we **CANNOT PROVIDE YOU WITH BLANKETS** anymore. Please bring your own or dress in layers.
14. At the end of your procedure, **PLEASE PUT ON YOUR OWN MASK** immediately and hand sanitizer (*third*) will be given as you are leaving the treatment room.
15. As to minimize your time in the reception area:
    1. Please stay in your treatment room until all information has been sent to front desk.
    2. You have the option to call the front desk using your cell phone from your treatment room to set up your next appointment.
16. As to minimize physical contact while you are at the reception desk, we are limiting paper transfers as much as possible, including emailing your receipts and contactless payment methods.
17. As to continuously keeping you safe, our payment machine has been covered with protective cover that is easily cleaned or replaced.
18. You will be asked to use hand sanitizer for the last time (*fourth)* just before you leave the office.
19. Rest assured all these procedures are designed to create the safest environment for you, other patients and our team. Some of the additional changes in our office includes:
    1. Protective barrier at the front desk and wooden panel.
    2. 6 additional air purifier units (Surgically Clean Air – 6-stages air filtration with UV lights).
    3. Temporary closing of treatment rooms.
    4. Removal of all our beautiful plants and orchids.
    5. Signage in various areas to promote hand hygiene, respiratory hygiene, physical distancing, PPE, COVID-19 information, etc.
    6. Our Personal Protective Equipment (PPE), such as full-time masks, faceshields and gowns which are more than we normally had before the pandemic.

*Thank you for being our patient and your understanding. We value your trust and loyalty. Looking forward to welcoming you back, your family, neighbors and friends in the safety of our office. Should you have any comments and/or questions, please feel free to reach out. We will endeavor to put you at ease by answering the questions to the best of our ability. We all long for the day when this pandemic is but a memory, until then we need to be as safe as possible.*

Reviewed and understood \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Name Date

Stay well,

Dr. Ria Pudjo and Team - Red House Dental