

Dear Marda Loop Braces Family and Friends;

We are excited to announce the re-opening of our orthodontic practice on May 19<sup>th</sup>, 2020. Thanks to everyone for your patience during this time and we are looking forward to serving you in the best way we know how. You will now be able to book for our full range of services including:

- Invisalign treatments
- Braces / Myobrace treatments
- Retainers
- At Home Teeth Whitening

In light of current global events, we wanted to summarize for you our COVID-19 safety measures for our orthodontic practice. In an effort to eliminate the spread of the virus and maintain a safe environment, we ask that you comply with the following measures going forward until further notice:

#### **COVID-19 SAFETY MEASURES - WHERE YOU CAN ASSIST**

1. If you are not feeling well, developing a cough, have shortness of breath or fever, have travelled outside of Canada within the last 14days OR been exposed to someone diagnosed with COVID-19 in the past 14days, please reschedule your appointment, even if it is on the day of.
2. Please maintain 2 meters physical distance between you and another patient while waiting – we will have marked areas and seating spaced out to help with this
3. Only one patient is allowed to check-in and check-out at the front desk at a time
4. All patients must wash hands or use provided hand sanitizers before and after treatment
5. You are encouraged to wear your own face mask/covering
6. Please bring your own water or beverage as we are no longer able to provide them
7. Please arrive to your appointment by yourself unless you have mobility issues or unless the child is too young and require help from family member.
8. If parents have treatment questions, please email in advance or after appointment. We will provide updates after appointment via text as needed. If parents are required for instructions in person, we will notify you.
9. If you are a new patient, we prefer that you fill out any intake forms digitally from a link we can send you or we can also email you the pdf forms.

#### **COVID-19 SAFETY MEASURES - HOW OUR OFFICE WILL ASSIST**

Infection control has always been a top priority for our practice, as you have experienced during all your previous visits to our office. This commitment to ensuring a safe, yet comfortable environment has been paramount to providing consistent, top quality orthodontic care. Enhancements to our protocols in the age of COVID-19 are regulated by the Alberta Dental Association & College in collaboration with Dr. Dena Hinshaw, our provincial chief medical officer. We closely follow the activities of these agencies, including the Alberta Health Service, so that we are current to any new rulings or guidance that may be issued. We do this to make sure that the very best infection control procedures are implemented and adhered to keep our patients and team members safe.

1. Our NEW curbside checkin software will be available starting June...stay tune for more info
2. We will provide instructions via email the day prior to your appointment on any additional protocols required to be followed for your appointment

3. All patients will receive an electronic screening questionnaire before the appointment
4. All team members will be screened daily and logged. All clinical team will wear faceshield or mask when interacting with clients. Exception will be front staff, when behind acrylic panels
5. Non-contact thermometers will be used to check temperatures of both patients and team members before allowing entrance into the office
6. Hand hygiene will be paramount. Both hand sanitizer stations and soap/water handwashing stations will be easy to find and will have clear instructional posters developed by the Alberta Health Service
7. Cleanliness - Our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean. Lobby chairs have either been removed or replaced for easy disinfection
8. Increased sanitizing of "touch" surfaces, including door knobs, chairs and tables
9. We will be restricting the number of people coming to an appointment with the patient – what is working best is to have parents wait in their car as the most comfortable choice, with the alternative of standing in the building hallway during this first easing stage to limit outbreaks
10. We will be seeing patients in alternating clinical chairs as needed to offer the greatest distance between patients and stagger their entry and exit flows as best we can.
11. As standard for our practice, all orthodontic instruments will continue to be sterilized in high temperature, high pressure autoclaves that eliminate all viruses/bacteria/fungi and delivered in sealed and tested single use packages
12. As standard for our practice, all instruments that do not come in contact with the oral cavity will continue to be single use disposable items or disinfected thoroughly (such as eye protection goggles)
13. Most documentation for signature will move into a signable pdf format from your mobile phone or computer
14. Appointments will be managed to allow for social distancing between patients and appointment types. That might mean that you may be offered fewer options for scheduling your appointment times

**We look forward to seeing you again and want to assure you that the changes above are performed to provide our patients confidence that we are undertaking enhanced safety levels to ensure all our patients and patient families feel safe in our practice.**

*We have rescheduled all March/April patients and are in the process of working on the upcoming May/June schedule as well. Please understand you may receive a revised appointment time as we spread out the appointments to allow for better social distancing. If you feel you don't have an appointment, please email our office and we will help.*

**For the month of May, email is the preferred method of communication for quickest response to all your orthodontic matters.**

Thank you! We value your patience as we work through all these changes, and look forward to welcoming our patients, neighbours and friends back.

Sincerely,

Dr. Andrew Chen and MLB Team