



Markham Dental

General and Cosmetic Dentistry

COVID-19: PATIENT VISIT GUIDE

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Dear Patient,

We hope all is well with you and your family during these challenging times.

We are now scheduling dental appointments, and we are taking extensive precautionary measures to ensure the safety of our patients. We are fully compliant and exceeding the standards with infection control procedures set by our [Dental Regulating Bodies \(RCDSO, CDHO, CDO\)](#) and provincial public health regulations.

During these challenging times, we are currently NOT accepting any walk-ins patients. Patients with emergency concerns can either call our office or schedule a virtual dental visit with our team.

We have also changed our appointment procedures and taken other precautionary measures to provide a safe dental treatment appointment, which we have explained below.

Before Your Appointment

- Patients will be pre-screened for COVID-19 symptoms and possible contact with COVID-19 positive individuals.
- Patients showing signs or symptoms of illness, or exposure to COVID-19, will be asked to reschedule their appointments.
- Intake screening forms will be provided to review

Upon Your Arrival To The Office

- To maintain social distancing, please CALL OR TEXT when you arrive and wait in your vehicle or outside of the office until your scheduled appointment time. The office will call or text you back when your treatment room is ready and a staff member will then greet you at the entrance.
- Patients will be screened for COVID-19 symptoms and possible contact with COVID-19 positive individuals upon entering the practice.
- Temperature checks will be taken upon entering the practice.
- Patients showing signs or symptoms of illness, or exposure to COVID-19, will be asked to reschedule their appointments.
- Patients will be required to wear a mask or nose mouth cloth coverings upon entry into the office
- Only scheduled patients will be allowed into the office other than patients requiring care from one guardian or caregiver. It is required guardian/caregiver wear a mask or nose mouth cloth coverings.
- The number of patients at any given time in the practice will be limited and appointments will be staggered.
- Waiting area chairs will be spaced to allow for 6 feet of distancing.
- We ask that patients continue to practice social distancing measures in the office at all times.
- There will be no physical contact with patients except for treatment.

In-Office Measures

- You will be asked to wash your hands or use our hand sanitizer before entering into treatment room.
- Magazines, children's toys, and other items that are difficult to disinfect will be removed from the waiting area.
- We will suspend providing water and refreshments.
- Common areas including restrooms will be cleaned and sanitized throughout the day.
- Plexi-glass are installed at our reception desk

Your Treatment and Care

- All staff will be screened daily for COVID-19 symptoms and possible contact with COVID-19 positive persons.
- Staff temperatures will be taken daily upon entering the practice.
- Appropriate personal protective equipment (PPE) will be provided for all clinical and administrative staff including, N95 (or equivalent) masks, face shields, gowns, gloves, and other protective equipment as required.
- Treatment rooms will be completely sterilized before patients are seated - extra time will be scheduled in-between appointments to allow for the thorough cleaning and disinfection of treatment rooms and equipment.
- All operatories have sealed doors to reduce aerosols inside the office. We have incorporated new equipment as part of our revised safety measures including HEPA-Rx Air filtration System.
- During treatment, our team will strictly follow guidelines set by [our regulating bodies and public health](#).

Checking Out After Your Appointment

- Plexiglass screens have been installed at reception counters to protect patients and staff.
- Sanitized pens will be provided for completing required forms.
- Credit card / payment processing terminals will be wiped and sanitized after each use.

The safety of our patients and staff is our top priority, and our entire dental team is committed to ensuring your safety and comfort in receiving dental care from our office.

We are looking forward to reconnecting with our patients and providing for your dental needs.

If you have any questions or concerns related to your care after reviewing this information, please contact us directly.

Sincerely,

[Markham Dental – General & Cosmetic Dentistry](#)