



New COVID-19 Protocols

We are open. We have received guidance from the British Columbia Dental Association and the College of Dental Surgeons of BC to operate our clinic with increased health and safety measures. Below is a list of some of the enhanced precautions we have taken to protect you and our staff in addition to extensive team training on infection control and patient management procedures:

- A day before your appointment you will be required to answer some pre-screening questions related to COVID-19. You will be asked the same questions the day of your appointment.
- At your scheduled appointment time, please do not enter the clinic. Please call the office from outside or from your car. We will call you when it is safe to enter the clinic. This is to ensure that physical distancing can be maintained between patients coming in and out of the clinic.
- We are limiting the number of patients in the practice area and also limiting the number of patients seen on a daily basis
- We have removed all magazines and items that can harbor or transfer germs of any kind.
- We have installed plexi-glass screens in our reception area.
- Once you notify us that you are at the clinic, you will be asked to sanitize your hands and complete and sign a Patient Acknowledgement Form.
- Your temperature will be taken and the pre-screening questions will be asked again.
- At the Operatories, the Certified Dental Assistants and Hygienists will ask you to rinse with a Hydrogen peroxide solution to reduce exposure to germs.
- We have enhanced Personal Protective Equipment procedures and protocols including surgical gowns over our scrubs, face shields, clinic only shoes, KN95 masks and gloves.
- There will be extra time scheduled between patient's appointments to allow thorough cleaning and disinfection of the treatment rooms and equipment.
- Ambient air management with the highest CADR (Clean Air Delivery rate) rated HEPA air filtration systems continuously operating in the treatment rooms.
- Please reschedule your appointment if anyone in your household has been sick in the last two weeks.
- We will only be accepting credit and debit payments until further notice to avoid handling cash
- All staff are required to have daily temperature and symptom checks.

As the situation continues to evolve, please be assured that we will be constantly assessing and adapting our processes to adhere to the latest updates and health guidelines.

We look forward to seeing you soon.

Sincerely,
The Nordel Dental Clinic Team