

Dear All ADG Dental on West Broadway Patient:

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

We are excited to have the opportunity to welcome you back! Our office has always utilized personal protective equipment (PPE) that has exceeded all the CDC guidelines, however, in light of the COVID-19 Pandemic, we have instituted additional guidelines and protocols to ensure your safety.

You will see many changes, as we have new ways of scheduling your dental appointments and managing your insurance and financial transaction. First, you will be contacted 24-48 hours prior to your appointment via phone, text or email and asked a set of health-related questions. It is required that we complete this questionnaire prior to your appointment. We will have to reschedule your appointment if we are unable to complete this step.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staffs. Below is a list of some of the enhanced precautions we have taken to protect you in additions to extensive team training on infection control and patient management procedures.

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- Please give our office a call at 604-738-3803 and let us know that you have arrived. Please wait in your car until our receptionist calls you back to let you know if it is okay to enter the clinic.
- All patients must enter through the front door. We are no longer allowing patients to enter through the back door.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Maintain distancing in the reception area for essential caregivers and parents of minors if they cannot wait in a vehicle or outside the clinic.
- We require a mask to be worn by ALL patients upon entering the office. Patient that do not have one will be able to purchase one for \$2.00.
- Installed sneeze guards or droplet barriers at all reception areas.
- Record of temperature of every patient upon entering the office.

- Payment arrangements made be made in advance to avoid delay and allow “contactless” exit from the appointment.
- Cellphone must be turn off or on airplane mode during appointment time. You will be asked to have your cellphone, jacket, and/or bags be placed in the receptionist area.
- Introduce an oral pre rinse by all patients to reduce exposure to germs.
- new personal protection equipment (PPE) like visors, gowns, and masks for our doctors and team to provide barriers against the smallest of germ.
- Appointments will be managed to allow for social distancing between patients. That might mean that you’re offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- When exiting the clinic, please use the front door.

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 patient, safe in our practice. To make an appointment, please call our office at 604-738-3803 or visit our website at <https://www.aestheticdentalgroupwb.com/booking>.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

ADG Dental