



Office Visit Guide, Dr. Beverley McKeown

We are really excited to be back seeing patients again and we hope all has been 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 with infection control procedures set by our governing bodies: The Royal College of Dental Surgeons of Ontario and The College of Dental Hygienists of Ontario, as well as health regulations set by Ontario and Ottawa Public Health.

We have also changed our appointment procedures and taken other precautionary measures to provide a safe dental treatment environment, which we have explained below. Hopefully these measures will only be necessary in the short-term.

At first we will be assessing our schedule, and will book patients based on the urgency of their treatment needs.

Treatment will be by appointment only and any communication with the office should be done by phone.

Before Your Appointment

- Patients will be contacted by telephone 2 weeks beforehand to determine dental needs and to pre-screen for COVID-19 symptoms and possible contact with COVID-19 positive persons.
- We will follow up with a confirmation call 2-4 days out, to again screen for Covid-19 and provide final appointment details. If we need to leave a message, please contact us, so we can review the screening questions with you.
- You will be asked to review our new consent form, developed by our regulatory bodies and sign the form, on arrival at the office.
- You are required to wear your own mask to our office. We are a mask mandatory environment.

**Mask Mandatory
Environment**



- Please also bring your own pen to the office, for personal use, as necessary.

- Please practice physical distancing, where possible on the trip to the office.
- Please call our office as soon as possible if you develop potential Covid-19 symptoms, prior to your appointment. We may decide to reschedule your appointment.
- We will not, for the time being, be cleaning night or sport guards during your appointment.

Upon Your Arrival to the Office

- We have adjusted appointment times and lengths to prepare for your visit and to allow for physical distancing, where possible in our office. Please arrive at your scheduled time but understand that given our need to follow appropriate protocols, it may not be possible to see you at the exact time scheduled for your appointment.
- Please call 613-830-7003 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. A staff member will then greet you at the entrance. The door will be unlocked by our staff.
- You will be asked to perform Hand Hygiene with an alcohol-based gel.
- Patients will be screened between our front doors for COVID-19 symptoms and possible contact with COVID-19 positive persons.
- A temperature check will be taken upon entering the practice and you will be asked to review some general patient information.
- You will be asked to sign our new treatment consent form. This can be downloaded from our website <https://orleansfamilydentist.com/covid-19-updates/Consent.pdf>
- Patients showing signs or symptoms of illness, or exposure to COVID-19, will be asked to reschedule their appointments.
- Only scheduled patients will be allowed into the office, except if patients require care from one guardian or caregiver.
- The number of patients at any given time in the practice will be limited and appointments will be staggered to help maintain physical distancing in the office.
- Waiting area chairs will be spaced to allow for 6 feet of distancing. A “family chairset” will be provided.
- You will need to wear your mask throughout the whole office stay, except at the time when treatment is being undertaken. You will be required to wear eye protection in the operatory.
- Appointments, particularly hygiene appointments will take longer than previous, as we will be following necessary new protocols.
- We ask that patients continue to practice physical distancing measures in the office at all times and refrain from touching surfaces where possible.
- There will be no physical contact with patients except for treatment and unfortunately for now, we will have reduced patient social interaction. Not so much chatting!

In-Office Measures

- You will find hand sanitizer at our entrance and throughout the office, to help keep your hands clean.
- Magazines, children’s toys, and other items that are difficult to disinfect have been removed from the reception area.
- Common areas including washrooms will be cleaned and sanitized throughout the day.

- We ask that if possible, you minimize the use of our washroom.
- For the short term, we are not providing “Take Home bags” (tooth brushes/floss) or stickers/toys to patients, as per regulatory guidelines.

Your Treatment and Care

- Dental offices have always been required to follow very strict infection control standards; however, we are following further enhanced measures for the safety of you and our staff.
- All staff will be screened daily for COVID-19 symptoms and possible contact with COVID-19 positive persons twice a day, including temperature checks.
- 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. We may not look quite the same, but underneath we are the same friendly staff, but maybe a bit warmer!
- 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 been organized to follow the most recent guidelines and you will see some physical changes, to our normal setup including the use of HEPA filter air purifiers and our neat, new, temporary, plastic “Tents” that keep each operatory self-contained.
- During treatment, our team will strictly follow guidelines set by the relevant regulatory authorities.

Checking Out After Your Appointment

- Plexiglas screens have been installed at reception counters to protect patients and staff.
- Credit card / payment processing terminals will be wiped and sanitized after each use. If possible, it would be good to have your credit card information on file, so we can provide fast touchless checkouts. We would also like to have your mobile phone and email information on file, so we can more efficiently contact you regarding changes to appointments.
- Please maintain physical distancing while at the reception desk. Stand on the green X and stay 6 feet away from other clients.
- While we are keen to get caught up on recent news, we will need to minimize our social interactions to appropriately follow infection control protocols.
- If following your appointment, you begin to develop potential Covid-19 symptoms, please contact our office as soon as possible.

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 at 613-830-7003.

Stay safe and keep your distance

Dr. Beverley McKeown and Team