

NEW ARRIVAL PROCEDURES WHEN VISITING REFLECTIONS DENTAL CENTRE

In an effort to keep our staff and other patients like yourself safe, we ask that you take the time to read through our new procedures before you visit our office. If you have any questions, we are happy to assist you.

- **Roughly 24-48 hours before your appointment, you will be asked screening questions related to your health and possible exposure to COVID-19.** This ideally will be done by email. Please ensure that we have your email address and that it is up to date.
- **When you arrive in the parking lot, we ask you to *stay in your vehicle* and notify us of your arrival by phone. Our office phone number is 250-860-3427.** When we are ready for your appointment, we will notify you by phone to come up, thereby minimizing time in the reception area.
- **When you arrive in the reception area, you will be asked to sanitize your hands and have your temperature taken**
- **While in the reception area you will need to sign a consent form going over COVID-19 risks, and attesting to your health status**
- **Please come alone.** If you are a caregiver, parent, or driver and must wait in the reception area for someone we ask that you bring your own mask (can be a cloth mask) & wear it. You will also be required to sanitize your hands and maintain proper social distancing (2 meters / 6 feet). Non patients are required to provide a name and phone number as per BCCDC recommendations for contact tracing purposes. ***If you can wait outside or in your car, we ask that you do so.*** We will contact you when treatment is complete if you need to assist the patient.
- **We ask that you use the washroom at home or at your workplace *before* your appointment, and with that in mind we ask that you *avoid caffeine* before your appointment** to minimize the chance of having to use the restroom during your appointment.
- **Please take all personal belongings into the treatment room with you.** We ask that you wait for direction before placing anything on hooks or counters.
- **Come being prepared to pay with plastic.** To minimize contact and cross-contamination in our reception area, we are discouraging the use of cash or cheques. As our costs to deliver dentistry safely have increased significantly, we ask for your help by *using debit whenever possible instead of credit.*
- **If you develop symptoms of COVID-19 in the 2 weeks following your appointment, notify us immediately.**

We thank you for your cooperation. With your help we can make this a safe experience for everyone.