



[www.pierdentalcentre.com](http://www.pierdentalcentre.com)

604-986-9161

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Tuesday – Friday: 8AM – 5PM  
Saturday: 8AM – 3PM



**May 25, 2020**

The world in the wake of COVID-19 is uncertain, and we want to provide assurances that we will be doing all we can to keep our patients and team members safe during this time.

At Pier Dental Centre, nothing is more important to us than the safety of our patients, team members and community. We have worked very hard to create new guidelines for the re-opening of the clinic.

We understand that following the Phase 2 restrictions there may be some uncertainty around how things will work. We want to assure you that your safety is our top priority, and we will be going above and beyond to ensure we're still delivering the highest standard of dental care alongside these changes.

Our hope is for this to outline the measures we will be taking to ensure patients and staff are safe. By outlining our plans, we hope to leave you confident in the knowledge that we have made full preparations to protect those in the clinic.

We will be reviewing these policies as needed and will be sure to update our patients accordingly.

### Clinic Operations

- **Patient Limit in the Clinic:** Only 2 patients will be permitted in the clinic at a time. This means we will no longer be using the reception area or waiting room. We will be asking patients to wait in their cars prior to their appointments to be contacted and escorted into their treatment rooms.
- **Appointment Times Extended:** As we will be no longer using the waiting areas, we are extending all appointment times to ensure there is no cross-over between patients.
- **No Guests:** Patients will not be permitted to bring a guest to their appointments.
- **Heightened Safety Precautions:** When entering and leaving the clinic patients will be asked to sterilize their hands. An increased cleaning rotation will be introduced. Rehearsals will be held prior to reopening to ensure all team members are prepared for the new working practices.

**- Screening:** Patients & Staff will be required to complete a COVID-19 Screening Checklist. Patients will be screened 24 hours prior to their appointment. Patients and Staff will be screened upon arrival to the clinic including a temperature check.

## Patient Journey

### **Screening**

1. 24 hours before your appointment a member of the Pier Dental Team will call/email you to complete a COVID-19 Checklist.
2. This will include reporting any potential symptoms, recording any history with COVID-19 testing/contact, and reviewing any travel history.
3. The COVID-19 pre-screening will be repeated in the clinic when you arrive for your appointment to confirm there is no change in symptoms. A temperature check will also be conducted.

### **Treatment**

1. Appointment times for hygiene and dental treatment have been extended to ensure ample time for appropriate sterilization as well as to avoid cross-over between patients.
2. Patients will be required to sterilize their hands upon arrival and leaving the clinic.
3. All practitioners administering treatment will be wearing the appropriate PPE.

### **Aftercare**

1. All patients will be contacted after their appointments to ensure no COVID-19 symptoms are present.
2. The Pier Dental Team will be on hand from Tuesday – Friday: 8AM – 5PM and Saturday: 8AM – 3PM to answer any patient concerns via telephone or email. Additional phone conversations can be arranged if a patient would like to discuss any concerns with the practitioner.

## Health & Safety at Pier Dental Centre

### **Pre-Visit**

- All patients will be required to complete a Pier Dental Centre Consent Form whether they are new or existing patients.
- 24 hours prior to the appointment all patients will be called to review a COVID-19 Checklist. This is an essential part of the patient journey and must be completed in order for patients to attend their appointments

### **In-Clinic**

- New and Additional Hand Sanitizer stations will be places in the clinic.
- Patients will be required to sanitize their hands upon arrival and leaving the clinic.
- Gloves and masks will be provided as per patient preference.
- All patients will be required to complete a COVID-19 Screening, and have their temperature taken.
- Staff will be wearing PPE and using face screens
- Waiting room will not be used, and we will be adhering to the 2-person max limit
- Refreshments will not be provided in the clinic
- Treatment chairs and operatories will be thoroughly disinfected and sterilized after the departure of each patient. This also applies to the card machine, iPad, and any other items that may come into contact with patients.

If you have any questions about the new safety measures or you would like to speak to a member of the Pier Dental Team regarding booking a treatment appointment, please give us a call at 604-986-9161 or email us at [info@pierdentalcentre.com](mailto:info@pierdentalcentre.com).

We would be delighted to assist you in any way we can. We know this is an uncertain time, but the team at Pier Dental Centre is here to ensure your safety, health, and comfort. We look forward to seeing you soon!

Best wishes,  
Pier Dental Centre