

Dear patients,

We have missed you greatly and we look forward to seeing you again very soon.

March 15th, the Department of Health and the Order of Dentists of Quebec asked us to immediately stop our regular dental appointments and provided us with a targeted list of dental emergencies that we could treat by following a strict decision tree.

May 20th, we learned like everyone else that our clinics can reopen on **June 1st**, all dental treatments. However, we have also received an 57-page interim official document with recommendations and changes to be made before we can welcome you again during this period of pandemic crisis.

We will ask you to :

- Please complete a Covid19 triage questionnaire on our website within 24 hours of the appointment. If you have a temperature or have the symptoms, your appointment must be rescheduled.
- Please stay in your car or outside when you arrive and call us to let you know when you can enter the clinic.
- Please wear a mask and come alone to your appointment and without bags or personal items if possible.

Upon your arrival :

- You must take off your shoes and wear disinfected plastic ones or use shoe covers.
- Then wash your hands with an alcohol-based gel.
- Your temperature will be taken. (If it's more than 38oC, the appointment will be changed)
- Your oxygen saturation level will also be measured.
- Sit at reception designated chair and wait for someone to pick you up.
- You will be given an antiseptic mouthwash to gargle for 1 minute in the room.

Expect changes in our appearance: Our team will be dressed differently (N95 masks, visors and medical jacket, hair and shoe covers).

Changes :

- Know that due to all the modifications that we must make for your safety and meet the new standards of public health in this period of pandemic, we had to change our protective equipment (rare to find and whose prices have exploded).
- Our sterilization is even more efficient (more expensive) and to respect social distancing and reduce the risks of a second wave, we will see far fewer patients.
- **The good news** is that we have decided to absorb these costs because we understand the financial difficulties of our patients. We have also decided that we will eliminate appointment cancellation fees.
- From now on, invoices, consents and insurance payments will be made and sent electronically. Only accepted payments are debit or credit card.
- An electronic insurance form will be given to you to claim for reimbursement. We no longer accept checks or delegation of insurance payments.
- We also advise you that all **student discounts** and **current promotions** are canceled until further notice.

Finally we need you to help us keep our services safe. *Do not book or cancel an appointment* as soon as possible if you are sick or have any symptoms, to protect our staff and our other patients.

Thank you and we look forward to see you again soon

Dentaria team.