

COVID-19 Office Update

We are very pleased to welcome patients to our clinic. As per the recommendations from various regulatory bodies to the Oral Health Care Providers of British Columbia, we have been providing care to our patients since early June 2020 following a 3-month closure. Our practices and procedures are designed and have evolved to consider the on-going COVID-19 pandemic and the importance of maintaining oral health.

And so, please read below to learn about these changes implemented to provide the safest possible environment for our patients and staff:

- We have implemented an intense screening process designed to strongly encourage all patients and staff who have signs or symptoms or who may be at risk of COVID-19 to stay at home. For those patients who may be at risk or who are positive for COVID-19 but who need urgent care, please call our office so we can provide direction and facilitate that care.
- We ask patients to wear a mask upon entering the clinic.
- stations throughout the clinic.
- We ask patients to attend their appointments by themselves unless essential to have an attendant in which case we ask only one person attend with the patient.
- We regularly clean high touch surfaces in reception and washroom facilities.
- In the field of Dentistry, infection control has always been a top priority and so we have continued this practice while adding several steps that are specific to the current conditions. This means more time between appointments.
- We make use of additional Personal Protective Equipment (PPE) as appropriate to provide increased protection against aerosols.
- We have modified certain practices to minimize the production of aerosols where possible.
- Where production of aerosols is unavoidable, we provide increased attention to high volume evacuation (“suction”) and the use of rubber dam where possible.
- **We are seeing fewer patients in the clinic at any one time to maintain physical distancing where possible. This has resulted in delays in treatment. This has been an on-going concern for us. We hope that you will understand this challenge.**

Your oral health is important to us. Our mission has always been and continues to be:

To provide care and service to our community by providing the best oral health care and create the best smiles possible. We will endeavor to continue this mission by providing our services in a careful, deliberate, and considered manner. We appreciate your support and understanding as we all make our way through these unusual times.

Please do not hesitate to contact our clinic with any questions or concerns.

Yours truly,

Dr. Erin McGuire and the Team at Lougheed Dental Clinic