

STEPS OUR CLINIC HAS TAKEN TO ENSURE OUR PATIENTS SAFETY

- 1. ALL OUR OPERATORIES ARE ISOLATED TO MINIMIZE AIRBORNE DROPLET SPREAD.**
- 2. In each of our dental operatories and in our patient waiting area, we have installed **SURGICALLY CLEAN AIR AIR PURIFIERS** that feature true HEPA Charcoal Filters.**

The HEPA Filter captures 99.97% of dust and allergens as small as .3 microns such as household dust, pet dander, mold spores and plant pollens.

<https://surgicallycleanair.com/>

3. Patient Screening Protocols

Before you visit our denture office, we screen patients for any signs of acute respiratory illness, including COVID-19. Please let us know if you have fever, cough, difficulty breathing AND any of the following:

- a. Do you have fever, cough, or difficulty breathing? OR*
- b. Have you returned from travel to any country outside of Canada in the last 14 days? OR*
- c. Have you had close contact with a confirmed or probable case of COVID-19? OR*
- d. Have you had close contact with a person with fever, cough, or difficulty breathing?*

4. Making Hand Sanitizers Available To Patients

5. Minimizing the Number of Patients in the Waiting Room

We schedule our denture patients all throughout the day to minimize the chance for patients meeting each other on their way in and out of our office. When you come into our office, you are immediately ushered into an enclosed dental suite that has a HEPA air.

Infection Prevention Protocols That Meet College of Denturists And Public Health Ontario Standards

Infection prevention and control (IPAC) is a critically important part of safe patient care required by the COLLEGE OF DENTURIST (CDO) and Public Health Ontario (PHO). It involves rigorous evidence-based practices in the denture office to prevent the spread of diseases. At Great Smile, some of our IPAC protocols include:

- 1. Strict adherence to hand hygiene practices before and after seeing dental patients.*
- 2. Wearing personal protective equipment including eye protection, face masks (such as N95 masks), nitrile gloves, face shields, and gowns.*
- 3. Sterilizing reusable dental instruments under high heat and pressure, and using disposable dental instruments wherever possible.*
- 4. Cleaning the dental suite with hospital-grade disinfectants after every dental patient.*
- 5. Protective barriers in our reception areas.*

COVID -19 GREAT SMILE OFFICE GUIDELINES

Infection control has always been a top priority for a practice and you may have seen this during your office visits. Our infection control processes are made so that when you receive care, it's both safe and comfortable.

Our office follows infection control recommendations made by the College of Denturist (CDO) , Canadian Dental Association, Ministry of Health and Infection Prevention and Control Canada (IPAC). We follow the activities of these agencies so that we are up-to-date on any new ruling or guidance that may be issued.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- **Walk-in patients will not be permitted and all patients will need to call to set up an appointment.** This is to eliminate congestion in the office and to create social distancing and it will allow our staff to properly sanitize and disinfect our operatories.
- **We will require patients to wear a mask at all times.**
- Our office will communicate with you beforehand to ask some screening questions. You'll be asked the same questions again when you are in the office.
- We offer hand sanitizer that we will ask you to use when you enter the office and we will scan your temperature to screen for fever every appointment and to check for any possible sign of infection. If your temperature is greater than 37.5 deg celsius, we will have to cancel your appointment for another day.

We would look forward to seeing you again and happy to answer any questions you may have about the steps we take to keep you and every patient safe in our practice. To make an appointment please call our main office at **416 431 9444** or visit our website at **www.greatsmiledenture.com**

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

GREAT SMILE TEAM

