

- Communication 2 -  
May 27th, 2020  
Appointment scheduling and office operations

In order to conform to the new public health recommendations and to insure the safety of our patients and team, our office space has been adapted and the office's daily operations have been modified.

Also, the scheduling process will be slightly longer as we now have to go through a COVID-19 screening questionnaire verbally prior to booking your next appointment. This protocol has been issued by l'Ordre des Dentistes du Québec and we thank you in advance for your patience and cooperation.

The day of your appointment, we will ask you to fill out the same COVID-19 screening questionnaire as soon as you walk in the office.

To enter the office, please note that you cannot have any symptoms associated with the COVID-19. If you do have symptoms and you are in real pain due to your orthodontic treatment, we will have to reschedule your appointment at a different time.

As soon as you enter the office, every patient and parent will have to wear their own **mask or a face cover**. We will not provide any mask.

Contrary to prior times, the parent of a child cannot be allowed to walk in the treatment area, except if it is necessary. Also, the parent or person accompanying the patient will have to return to their car during the appointment and we will call you as soon as the appointment will be over. These new measures are part of the public health protocol to insure social distancing in common spaces.

Before entering the treatment area, each patient will have to sanitize their hands. Then, you will have to use an **antiseptic mouth rinse** for 60 seconds. And at the end of the appointment, you will have to again sanitize your hands.

Since all of these necessary steps for the health and safety of everyone require more time, we please ask you to arrive a few minutes early prior to your appointment. If you are **late**, it may not be possible for us to see you and unfortunately, a new appointment may only be possible weeks later. It is the same if you miss your appointment.

The waiting room and the treatment area now have plastic separation between the chairs. We also equipped each room with an air purifier. And don't be surprised, we will be wearing a mask and a protective face shield at all times.

Our office has always been and is still very safe. The disinfection and sterilization protocols are rigorously applied. All of our team members will be there to guide you and insure your safety.

Best regards,

F. Lavoie's Orthodontic team



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