

Dr. Christina Y. M. Wong Inc.
209 – 5678 Granville Street,
Vancouver, B.C. V6M 3C5
Tel: 604-261-3366 email: info@drchristinawong.com

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What We Are Doing to Keep You and Our Team Safe.

Dear all,

We are happy to inform you that we now have the opportunity to welcome you back to the clinic. Although, our office has always followed the infection control guidelines from the dental college, in light of the COVID-19 Pandemic, we have instituted additional guidelines and protocols to ensure your safety.

You will see many changes, as we have new ways of scheduling your appointments and managing your insurance and financial transactions. First, you will be contacted 48-72 hours prior to your appointment via phone or email and asked a set of health-related questions. It is required that we complete this questionnaire prior to your appointment. **We will have to reschedule your appointment if we are unable to complete this step.** Below is a list of some of the enhanced precautions we have taken to protect you in addition to extensive team training on infection control and patient management procedures.

1. Personalized arrival procedures to guide you from the front desk area to treatment rooms to eliminate contacting surfaces.
2. Maintain distancing in the reception area for essential caregivers and parents of minors if they cannot wait in a vehicle or outside the clinic.
3. Removed magazines and items that can harbor or transfer germs of any kind. Hand sanitizers will be positioned throughout the clinic.
4. Providing more education materials to enhance your awareness of health issues related to this pandemic.
5. We require a mask to be worn by ALL patients upon entering the office. Please note that we will not be providing masks. We request patients to come in with a mask or at least have a form of mouth and nose covering.
6. Installed sneeze guards or droplet barriers at the reception area.

7. Require hand washing and hand sanitizing before all appointments by our team and by our patients.
8. Introduce an oral pre rinse by all patients to reduce exposure to germs.
9. Require all team members to undergo periodic testing for COVID-19 and antibodies for the earliest detection of exposure should it exist, under medical physician's guidance and approval.
10. Record temperature of every patient upon entering the office.
11. Record the temperature and lung efficiency of every team member each day at beginning and end of work period.
12. Payment arrangements in advance to avoid delay and allow contactless exit from the appointment, if possible.
13. Enhanced operatory disinfection procedures of all surfaces between patients.
14. Ambient air management with HEPA 13 air filtration continuously in treatment rooms and common areas to remove germs from circulating air. (We have purchased four top of the line air purifiers to be installed as soon they arrive.)
15. Enhanced operatory disinfection procedures before and after all appointments with mist or fogging devices to access hard to reach places that can be easily missed.
16. New personal protection equipment like face shields, gowns, and special masks for the doctor and other team members to provide barriers against the smallest of germs.
17. Introduce protocols to reduce or eliminate airborne aerosols during all dental procedures.
18. Enhanced nightly disinfection procedures of equipment and office fixtures like computers, keyboards, telephones, tablets, chairs, doorknobs, and buttons that may be touched unconsciously.
19. Disinfection of all outside mail and packages that enter the building.
20. Longer appointment times for you to prepare and complete all appointment tasks and duties in the safest and most comprehensive manner.
21. Providing tele-dentistry services for follow up lab reports or communication that can be done online or through video education.

22. Provide disease testing recommendations for exposure detection to viruses

Sincerely,

Dr. Christina Wong