



PATIENT ARRIVAL PROTOCOL

- Upon arrival and prior to entering the clinic, patients need to call (604) 678-8880 from outside.
- Patients should wait in their vehicle or outside the clinic until called upon to enter.
- Patients should attend their appointments alone unless circumstances require assistance (e.g. child), at which point one guest may attend and must remain in the waiting area.
- If the maximum number of people inside the office has been reached, others must wait outside or in their car.
- All patients and guests must enter the clinic wearing a community mask.
- All patients and guests will be provided hand sanitizer to clean their hands immediately upon entering the clinic.
- Patients and any accompanying guests must be screened for signs and symptoms of COVID-19 during patient check-in and shall not be allowed further entry if signs and/or symptoms are present. Temperatures will be taken and recorded, and patients with temperatures exceeding 38°C will not be seen.
- If screening reveals signs and/or symptoms of COVID-19, the appointment will be deferred for a minimum of 14 days, and the patient will be advised to call their family doctor.
- If the patient is healthy, a staff member will accompany the patient throughout the clinic to minimize touching of surfaces and to maintain the 6 feet or 2 metres of social distancing from other patients and staff members.
- After the appointment has been completed, a staff member will escort the patient to leave the clinic.
- The next appointment will be scheduled by telephone. Appointment times will be staggered to minimize the number of people in the office. This will result in fewer patients being seen per day.
- **The washroom and toothbrushing stations will be closed and are not accessible to patients or guests. Therefore, please go to the washroom and brush your teeth at home prior to your appointment.**