

Dr. Tina Alexander, Inc.

CedarTree Dental

1620 Cedar Hill Cross Rd, Victoria, BC. V8P 2P6 250-477-2343

smiles@cedartreevictoria.com

As we are returning to patient care, there have been a number of changes to our protocols.

PLEASE NOTE: Effective July 1, 2020 both offices of Cedar Tree Dental are NON-ASSIGNMENT. Payment is required at time of service. Claims are submitted by the Dental office whenever possible. Reimbursement is to the Patient directly.

- All patients **MUST** be screened for Covid-19 risk and symptoms prior to their appointments.
Please see the screening questions and instructions below.
- **All patients must have a face covering** to enter and exit the building. If you DO NOT have one, we can provide a mask for you, at a cost of \$2.00.
- **Please enter the office by the front door (on Cedar Hill X Rd) and exit by the back door to the parking lot** to maintain one-way traffic. Patients who require the use of the lift may leave by the front door.
- Please arrive to your appointment *no more than 3 minutes* early. There is a doorbell to the left - please ring it once and wait patiently for someone to greet you. Social distancing protocols are to be maintained while waiting outside as well.
- We ask that you refrain from bringing several bags or personal items to your appointment.
- Please use the washroom prior to arriving at our office. Ours is available for emergency use only.
- When you arrive for your appointment you will be screened again for Covid-19 risk. You will be asked to use hand sanitizer that will be provided to you. You may have your temperature taken at that time. If you have any symptoms or are determined to be at risk you will be asked to reschedule your appointment.
- Please come to your appointment unaccompanied. We are unable to have families or partners waiting in the reception area at this time. If you require accompaniment (for example small children, elderly who require assistance) your accompanying person will be asked to wait outside of the office and we will contact them to come to get you when you are finished your appointment. One caregiver of children ages five and under will be permitted in the operatory with the child.
- All of our already exceptional infection control protocols will be followed throughout your visit. In addition, you will be asked to do a pre-procedural rinse with a hydrogen peroxide solution.
- We request that you not use cash or cheque payment at this time. We continue to accept debit, Visa, and Mastercard. You will be asked to sanitize your hands again before leaving the office.
- We will be disinfecting high-touch areas (pens, point of sale machine, door handles, etc.) several times per day. The bathroom will be cleaned at least twice per day.
- If you would like to come in to purchase products or pay an invoice, please call ahead so that we can arrange an appropriate time for you. We are discouraging walk-in traffic.

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We are required to screen all patients for Covid19 symptoms.

We ask that you read and self-assess prior to your appointment and contact us if there are any questionable responses.

We will also ask the screening questions immediately prior to you entering the office.

Pre-appointment Screening Questions:

1. Do you have any of these symptoms of Covid19:
 - Dry cough;
 - Sore throat or painful swallowing;
 - Shortness of breath;
 - Fever;
 - Runny nose; Sneezing; Post nasal drip; Loss of smell with or without fever;
 - Loss of appetite;
 - Chills;
 - Muscle aches;
 - Headache
 - Fatigue
1. Have had close contact or have been in isolation with a suspected case in the last 14 days?
2. Have you travelled outside Canada in the last 14 days?

Any "YES" response to these 3 questions must be discussed with the Dental office immediately.

By confirming your appointment, you are verifying that all responses are NO.

Vulnerability Questions:

1. Do you have any of the following:

Serious respiratory disease; Serious Heart disease; Immunocompromised, Severe obesity; Diabetes; Chronic kidney disease; Undergoing dialysis; Liver disease; Pregnancy?

Any "YES" response to these questions may affect the time of your scheduled appointment. Please contact the office to discuss.