

Friday, May 29, 2020

Dear Palladium Orthodontic Patient Family:

We are **excited** to report that the Minister of Health has authorised the return to routine dental care! Our global and local communities have been through a life-changing period, and we are all hoping to return to some sense of normalcy and having you in our office again. While many things have changed, one thing has remained the same: our commitment to your health and safety.

Infection control has always been a top priority for our practice, as you have experienced during all your previous visits to our office. This commitment to ensuring a safe, yet comfortable environment has been paramount to quality orthodontic care. Our office has always utilized the highest level of sterilization, beyond the recommendations by the Department of Public Health and the Royal College of Dentists of Ontario. Such measures include our hospital-grade ventilation system, designed to remove over 99% of pathogens and impurities from the office. However, out of an extraordinary abundance of caution, in addition to our normal disinfection and sterilization protocols, we are utilizing additional measures to help protect our patients and staff. Some examples of these measures include:

- Our office will communicate with you before your next appointment to explain changes in our patient sign-in process and clinical procedures. We will also be reviewing with you a screening questionnaire. The same screening measures are performed on every member of our team daily to ensure your safety.
- Appointments will be managed to allow for social distancing between patients and as such you may be offered fewer options for scheduling your appointment, as we will be running at a reduced scheduling capacity.
- Please brush before arriving as we have closed off the toothbrushing station in the interim.
- When you arrive for your appointment, you will be asked those same screening questions again by our greeter in the parking lot. Temperatures will be taken on all patients who enter the office.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places throughout the office for you to use as needed.
- You may see that our waiting room will not currently offer a coffee bar, magazines, iPads or video games. Sadly, our candy wall is also out of commission during this time.
- We will be restricting the number of people coming to an appointment with the patient. Parents are encouraged to remain in their cars. If a parent needs to come into the office for a specific procedure, we ask only one parent to accompany the patient and not to bring any siblings or friends.
- Only the patient is allowed into the clinic area.

We sincerely appreciate all your understanding and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. We look forward to seeing each and every one of our patients and making everyone SMILE again!!!

Dr. Razavi and the Palladium Orthodontics Team



Our new look with protective gear

# COVID-19 PROTOCOLS

## KEEPING YOU HEALTHY WHILE KEEPING YOUR SMILE HEALTHY

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