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May 12, 2020

The BC government has announced that we can transition from emergency care to regular care beginning May 19, 2020. We are excited to resume preventive care and treatment to maintain and improve smiles and lives. The time away from regular practise has shown us just how much we miss our patients!

For patients whose appointments were cancelled during our closure, we will be triaging patients and contacting you to schedule a new appointment. There is a large backlog to work through and we thank you for your patience. If you have an emergency due to pain or infection, please contact us to be seen. For non-emergent care, we will contact you.

During the shutdown we have upgraded our facility and protocols. These changes include:

1. We will contact you to ask screening questions prior to appointments. We will ask them again at your appointment.
2. Please arrive on time and if early, wait in your car until your appointment.
3. We will take your temperature, ask you to wear a mask and use alcohol-based hand sanitizer when you enter the office. Hand sanitizer is also available throughout the office.
4. Sneeze guards have been installed and reception seating is reduced to increase spacing.
5. We will ask you to do an oral pre-rinse prior to treatment.
6. Appointments may be made longer and we may have reduced flexibility for timing of appointments.
7. Tele-dentistry, where possible (audio and/or video) may be chosen in lieu of in - person appointments.
8. To enhance confidence in the air quality we added HEPA ultrafine particulate filtration, UV and hydroxyl disinfection units. These units filter and treat all the air in the office many times per hour.
9. Hypochlorous (HOCl) fogging will be employed daily to disinfect the entire facility.
10. Our personal protective equipment (PPE), disinfection and sterilization practices have always met and exceeded requirements. However, the new reality will result in changes to PPE (masks, shields, gowns) you are used to seeing us wear.

Here in British Columbia, to date we have fared well in the pandemic. This is likely due to the community participating to '*do their part*' to control spread of the virus. While these changes will in some ways affect the look and feel of the office, our goal is to provide care with safety and to protect the health of our patients and staff. We will continue '*doing our part*' while continuing to provide the highest standard of care for our patients.

We look forward to seeing you again soon.

Dr. Derek Hopkins
Dr. Mark Hopkins
Signature Dental Lab
Clinic and Laboratory Staff



OUR NEW LOOK WITH PROTECTIVE GEAR

COVID-19 PROTOCOLS

KEEPING YOU HEALTHY WHILE
KEEPING YOUR SMILE HEALTHY



Please wear your mask before you enter the office



Please use hand sanitizer when you enter the office



We will ask some screening questions related to COVID-19



Leave your cell number and wait in your car instead of the waiting room



Waiting room will no longer have magazines, toys, or coffee



Only patients with appointment and 1 guardian permitted into the office



We will take your temperature & ask you to gargle with 1% hydrogen peroxide



Social distancing in effect. Maintain 6 feet distance at all times



Please allow us time for enhanced disinfection



Please reschedule if anyone in your household has been sick in the last 2 wks