



MEMO

TO: Orthodontic Patients/ Parents/ Guardians

FROM: Clifford B. Simon, BSc, DDS, MSD, FRCD (C), Orthodontist INTERNAL □

DATE: August 27, 2020 EXTERNAL ☑

SUBJECT: Resumption of Orthodontic Services − New safety measures

Thank you for your patience during these past months when elective dental treatments were suspended.

We are pleased to announce the resumption of onsite orthodontic services in both Chisasibi and Mistissini in September 2020.

We have new protocols in place to maintain social distancing and most importantly, to ensure the safety of patients and staff. Please follow the entry rules for both the Chisasibi Hospital and the Mistissini CMC.

You will be asked to remain in the designated waiting area until you are called for your appointment.

Either at your arrival for your appointment, or by telephone prior to your appointment, you will be required to complete a COVID-19 screening questionnaire. Upon arrival at the clinic, your temperature will be taken, you will be asked to use hand sanitizer.

We ask that all patients wear a mask, and that **ONLY** the patient along with one parent/guardian/family member can accompany the child while other parents and siblings remain outside the dental clinic. Your mask should only be removed when you are about to receive treatment.

If you are entering the clinic as well, you will be asked to wear a mask the entire time and complete a Covid-19 screening questionnaire.

As always, do not to bring any food or drinks into the clinic.





You will be asked to rinse your mouth with an antiseptic rinse (hydrogen peroxide) prior to being seen for your appointment. Once the appointment is over, you will be asked to use hand sanitizer before you leave and put on your mask, covering your mouth and nose.

Your next appointment will be given to you before you leave the clinic.

Prior to the appointment, please remember to brush and floss thoroughly. Please maintain the best oral hygiene possible and show up to your appointment with very clean teeth.

Additional Information to ensure your safety and well-being:

Physical Space

Plexiglas shields have been installed at the reception desk as a physical barrier during administrative interactions. In the clinic, we have ensured that all of our dental chairs meet physical distancing requirements.

Personal Protective Equipment (PPE)

The clinic is stocked with personal protective equipment (PPE) for the clinical staff. Depending on the type of appointment, you may see clinical staff members wearing gowns, face shields and masks. The staff will be wearing the appropriate PPE for the procedure.

Screening, Exposure and Illness

The pre-screening questionnaire is a series of simple questions relating to COVID-19 symptoms, contact history and travel history to minimize the risk of exposure for patients and staff. If there is a heightened risk level, your appointment will be rescheduled for a later date. We understand that this is inconvenient, but the safety of our staff and patients is our top priority. Our staff members undergo the same pre-screening upon arrival at work in the morning. Staff with symptoms will be required to go home and seek medical advice, and be tested for COVID-19 before returning to work.

Thank you for your cooperation.