



## Welcome back to Mellow Family Dental Care

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Dear Valued Mellow Family Dental Care Patients,

WELCOME BACK!!! We are pleased to announce that we will be reopening our doors to all of our wonderful patients Monday June 1, 2020. We have been working tirelessly to make our office as clean and as safe as possible for our patients and our team to return to. On Monday June 1<sup>st</sup> you can call us at 604-457-2273 or email us at [reception@mellowdentalcare.com](mailto:reception@mellowdentalcare.com) to book your next appointment, and we ask that you be patient with us as we are working very hard to accommodate getting everyone booked back into our schedule.

When you book future appointments you will be contacted 48-72 hours prior to your appointment via phone, text or email and asked a set of health related questions. It is required that we complete this questionnaire prior to your appointment or the appointment will be cancelled. If you do not show for your appointment there will be a **\$75.00** charge automatically applied to your account.

Below is a list of some of the enhanced precautions we have taken to protect you in addition to extensive team training on infection control and patient management procedures.

1. All patients must be wearing a mask before entering the building. You will need to bring your own.
2. Upon arrival to the office, we would request you to notify us of your arrival. Stay in your car, or outside the office doors and will come outside to guide you into the office.
3. Maintain appropriate physical distancing (6 feet or 2 meters) and limit accompanying personnel (Caregivers/parents/and/or guardians) to maximum of 1 person (If needed). It is preferred that they stay in the car or wait for you outside the office. Markings on the floor will remind our patients to follow social distancing guidelines.
4. Hand sanitizer will be provided upon entry to the office and hand sanitizer stations will be available throughout the clinic.
5. Temperature will be recorded upon entry with a touchless thermometer for the patient and accompanying person (if any). Please advise if you have a high temperature before hand (48 hours' notice) to reschedule your appointment.
6. Personalized arrival procedures will guide you from your car directly to treatment rooms to minimize contacting surfaces.
7. We have removed all magazine, kids' toys and items that may harbor/transfer germs.

8. Introduced an oral pre rinse by all patients to reduce exposure to germs.
9. Payments will be accepted by credit and debit cards only and receipts will be emailed to allow a “contactless” exit from the appointment.
10. New personal protection equipment such as visors, gowns and hair coverings may be worn by our doctors and team to provide barriers against the smallest of germs.
11. Enhanced nightly disinfection procedures of equipment and office fixtures like computers, keyboards, telephones, tablets, chairs, doorknobs, and buttons that maybe touched unconsciously.
12. Disinfection on all outside mail and packages that enter the building.
13. Longer appointment times to prepare and complete all appointments tasks and duties in the safest and most comprehensive manner.
14. Providing teledentistry services for follow-up to lab reports or communications by phone or video (Facetime or Zoom).
15. Installed sneeze guards or plexiguard barriers at all reception areas.
16. The washroom will be for emergency use only, and if has to be used then patients are requested to sanitize all touched surfaces with the supplies provided before leaving the washroom. The bathroom will provide an adequate supply of soap, hand sanitizer, disposable towels and hand washing instructions.
17. Enhanced operatory disinfection procedures of all surfaces between patients.
18. Introduced protocols to reduce or eliminate airborne aerosols during all dental procedures.
19. If you would like to watch Netflix during your appointment we can no longer let you borrow our earphone. Please bring your own headphone/ear buds that have a 3mm jack.

If you missed your appointment during the closure or have an upcoming appointment, we will be in touch soon.

We look forward to seeing you!  
~ The Mellow Family Dental Care Team