

May 7, 2020

Office Reopening Plans for Dr. JWC MacDonald's Periodontal Practice

To All Patients of My Periodontal Practice and Recently Referred Patients

We hope that this letter finds You and your Family in good health!

The World has certainly changed since the appearance of COVID-19 and so has the practice of dentistry. Infection control has always been a top priority in our practice in order to keep our Patients and Staff safe. The response to COVID-19 has resulted in significant changes to infection control procedures and protocols which you will notice at your next visit.

Following Provincial Health and Alberta Dental Association and College Guidelines, our protocols will incorporate social distancing and we will limit or eliminate aerosol producing procedures that have been associated with the spread of COVID-19 until sufficient PPE become available to perform those procedures safely.

*) Please realize that incorporating these changes for your safety will result in longer appointment times and it may reduce your booking options!

The following points will outline the proposed appointment flow for your next appointment:

1) Our Receptionist will confirm your appointment time and she will ask you a series of critical COVID-19 pre-screening questions.

*) If you have any COVID-19 symptoms your periodontal appointment will be deferred until your symptoms have resolved and you have been cleared by Alberta Health Services.

2) We request that you wait in your vehicle until called into your appointment.

*) If you do not have a cell phone, we request that you do not enter the waiting room more than (5) minutes prior to your scheduled treatment time in order to facilitate physical distancing.

*) Timing will be important for smooth appointment transition and to facilitate physical distancing.

3) Any accompanying individuals (with the exception of Legal Guardians and Caregivers) should remain in your vehicle or have alternative plans for the duration of your appointment. The few seats in the waiting room will be for those patients with a scheduled appointment.

4) Please plan to wear a non-medical mask (if possible) to and from your appointment.

5) Upon entering the Office, we will have hand sanitizer available and you will be asked to sanitize your hands.

6) You will then be directed to the appropriate treatment room where you will be asked to fill out a brief COVID-19 Treatment Consent Form prior to commencing treatment.

7) For initial root planing (tooth cleaning) and maintenance root planing appointments, the following changes will occur:

Any homecare review and plaque staining procedures will be deferred for the time being.

For calculus (tartar) removal, only hand instrument scalers and curettes will be utilized.

*) Aerosol producing ultrasonic scalers will NOT be utilized until an appropriate supply of PPE can be procured (that could be weeks or months due to current "Front-Line" Medical shortages) resulting in longer treatment time!

*) As such we will be scheduling more time between patients which should reduce waiting times for you and should reduce the number of Patients in the waiting room at any one time!

8) at the completion of your appointment you will be asked to wash or sanitize your hands and reapply your mask prior to leaving the office.

9) Leaving the operatory will be supervised by our assistants or hygienists so as to minimize physical contact and to facilitate physical distancing.

10) In order to facilitate physical distancing, we would like to discourage patients stopping at the reception desk for payment and booking procedures.

*) We encourage you to provide your credit card information, either when your appointment is confirmed, or prior to you entering the office for treatment. Billing will be done as you leave.

*) Booking of your next appointment can be done at the time of your appointment confirmation or later by telephone.

We look forward to seeing you and to once again providing your on-going periodontal therapy! We would be happy to answer your questions regarding the steps that we are following to keep our Patients and Staff safe during the current COVID-19 pandemic.

Currently, we plan to open the office on Thursday May 14, dependent upon the direction of the Alberta Government, Alberta Health Services and the Alberta Dental Association and College.

Stay Safe and Stay Healthy,


Dr. Jim MacDonald