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What to Expect at Your Upcoming Dental Appointment

We are excited to welcome you back to our office! Fernwood Dental has always had strict infection control guidelines and used personal protective equipment (PPE); however, in light of the COVID-19 Pandemic we have instituted additional protocols. Here is a preview – we will help you through them when you arrive.

Key Principles

- ⇒ Limit the number of people in the clinic at any given time
- ⇒ Thorough screening
- ⇒ Minimize the number of surfaces touched in the office
- ⇒ Maintain physical distancing as much as possible

Before your appointment:

- If possible, wear a mask to your dental appointment
- Come by yourself. If you require a companion, please let us know ahead of time
- Submit the COVID-19 screening questions on www.fernwooddental.com 1-3 days prior to your appointment
- Review and sign our COVID-19 consent form on www.fernwooddental.com
- Review our office's safety plan on our website for a description of the measures we are taking to keep everyone safe

When you arrive:

- Please minimize the number of personal belongings you bring into the clinic.
- We will ask you to use hand sanitizer
- We will confirm you are symptom-free
- We will take your temperature and escort you into a room
- We will ask you to rinse with 1% hydrogen peroxide mouthwash

During the appointment:

- We may look different as we will be wearing enhanced PPE
- It may be more difficult to hear us through our masks and face shields. We are doing our best to speak loudly.

After the appointment:

- We encourage touchless payment, if possible
- If our administrators aren't immediately available to serve you, please wait on the appropriately spaced floor decals.

The BC Dental Association has issued a temporary fee for the additional PPE required. The new fee is \$10 per appointment and may be covered by your insurance carrier.