

Fleetwood PARK DENTAL CENTER



RE-OPENING COVID-19 UPDATE:

We are excited to announce the re-opening of our dental office. For our adjusted hours, please call our office phone number.

Thank you for your support and patience during this time. We are currently preparing the clinic according to the proper health and safety protocols recommended by the College of Dental Surgeons of British Columbia and Work Safe BC guidelines.

We aim to resume the provision of dental care while implementing infection prevention and control principles and strategies with Phase 2 of the Provinces Re-Opening Plan.

Appointments will be prioritized for patients based on the need of **URGENT and EMERGENCY** dental care. Those experiencing the following symptoms may need immediate attention:

- Oral trauma
- Pain
- Infection
- Bleeding
- Swelling
- Tooth fracture

**If you are experiencing any of these symptoms, please call the office reception at (604) 543-3334 for an assessment.*

The clinic will gradually transition into booking appointments and our staff will do our best to accommodate the dental needs of both new and existing patients.

Due to social distancing measures, we are unable to have our full reception team available at this time and there may be longer wait times on the phone. We recommend patients to confirm the validity of your dental insurance coverage and co-payments in the case that any changes have been made during this uncertain time.

We look forward to seeing you soon and are happy to answer any questions you may have about the changes we have made to help protect our patients and staff. Please call our office number or email us at reception@fpd@gmail.com.

Sincerely,
Fleetwood Park Dental Team

APPOINTMENT CHECKLIST:

PREPARATION FOR VISIT:

- The office will call **2 days PRIOR** to your visit to complete a COVID-19 questionnaire over the phone.
- If you are feeling unwell, please call to reschedule your appointment or leave us a message.
- Leave all family members at home including children if not essential for visit.
- We are **NOT** accepting cash at this time - please be prepared to pay with credit card or debit.
- If any changes have been made to your dental insurance, please provide information to receptionist in advance.

WHEN YOU ARRIVE:

- Call the office at (604) 543-3334.
- Wait to be called in to abide by physical distancing measures.
- Come **alone** into the office. If you require a ride, the driver will need to stay inside the vehicle. For minors, only **ONE** adult will be allowed to accompany them.
- You will be asked screening questions via a Patient COVID-19 consent form.
- Your temperature will recorded with a contact-less thermometer.
- The dental assistant will then escort you to the treatment area.
- You will be asked to hand sanitize before and after leaving the clinic.