



5/9/20

Below you will find detailed information regarding our updated office safety protocol. Please understand that we have to be firm with our processes and protocols to ensure the safety of our patients as well as our team.

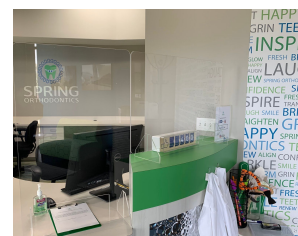
We also ask for your patience during this time. We have had to cancel many appointments during the past 7 weeks, and we will be rescheduling patients in the order they were canceled. This first-cancelled, first-rescheduled order is fair and serves to get all patients back on track in a timely manner.

Preparing for your appointment

- **At the confirmation call/text**, we will be asking if you have experienced any COVID-19 symptoms.
- **Stay home** if you have any flu or COVID-19-like signs or symptoms.
- **Bring your cell phone** with you to the appointment for check-in/check-out procedures outlined below.
- **Complete this [online form](#)** before 8am on the day of your appointment. This questionnaire will also be emailed to you the day before your appointment so you can fill it out electronically. It **MUST** be completed otherwise you/your child will NOT be able to be seen.

Arrival

- **Wait in your car** in the parking lot upon arriving at the 800 Hillgrove building.
- **You will receive a text message** when it is safe to send your child up.
- **Only the patient** will be allowed in the orthodontic office.
If a guardian strongly feels inclined to accompany the patient, he or she may do so but will be required to have their temperature checked and to wear a mask at all times in the office.
- **Siblings will not be allowed in the office.**
- **Your temperature** will be taken with a contact-free thermometer as soon as you enter the office. Anyone with a temperature higher than 100 degrees will be sent home and rescheduled.
- We will give you a wave and/or remote fist-bump but will not be able to shake hands or give you a hug :(
- We have added these “sneeze guards” to our front desk.



Appointment

- **There will only be 1 patient allowed** at a time in the office to ensure social distancing and to allow for thorough infection control procedures during and between patient appointments.
- **Please wash your hands and rinse with hydrogen peroxyl** for 30 seconds before proceeding to the ortho chair.
- Brush and floss your teeth thoroughly at home prior to your appointment; our **tooth-brushing station will be CLOSED at this time.**
- Dr. Mathrani and her assistant will wear the required PPE including a face shield, facemask, gloves, and eye protection throughout the appointment. We will wear N-95 masks for any aerosol-producing procedures.
- Dr. Mathrani has ordered an air filtration unit that has proven to eliminate airborne viruses, including SARS-CoV and COVID-19.



Checking-Out

- We will text or call the parent when the child's appointment is completed. Please wait in a location where your child can easily find you, or meet your child outside the office door.
- We will schedule the next appointment via text or phone.
- We have left time between appointments to thoroughly disinfect and prepare the operatories for the next patient.

Coronavirus Protection

AIR HYGIENE CAN HELP LOWER TRANSMISSION

In addition to the World Health Organization (WHO) guidelines for infection control, it is possible to take further steps to protect yourself, your employees and clients from airborne transmission of bacteria and viruses, including coronavirus. The use of an engineered built-in lower fan-mount, rapid-killing, patented plasma technology, offering a unique and safe solution to kill airborne viruses.

NOVAERUS TECHNOLOGY RAPIDLY KILLS CORONAVIRUSES

Due to the small size of viruses, most are invisible to the naked eye. However, patented air disinfection units use an innovative, rapid-killing, patented plasma technology, offering a unique and safe solution to kill airborne viruses.

NOVAERUS TECHNOLOGY

The technology has also been independently tested to reduce H2S (Concentration) by 99.9%.

© 2020 - In support of efforts to the earliest and most significant of the things that can be done to stop the spread of COVID-19.

SIZES FOR EVERY SPACE

Indoor air disinfection units are available in three sizes to suit any space. All units are fully packed and plugged in where they are needed most: individual work spaces, rest areas, reception, patient areas, emergency rooms, urgent treatment, labours, waiting rooms, conference rooms, classrooms, etc.

We thank you in advance for your patience during this process. Please know that we only want the best for you/your child, and that is why we are implementing these safety measures. We also understand if you want to push back your/your child's appointment until a later date, but please communicate that with us.

We will contact you this week to schedule your next appointment.