

June 1, 2020

RE: OPEN NOW FOR ALL DENTAL TREATMENT

Dear Patients & Families,

Great news, Downtown Dentistry is now fully operational and offering our full range of services. Furthermore, our dentists are also offering online dental consultations via Zoom tele-conferencing for our new and existing patients.

Please email us at info@downtowndentistry.com or call us at (416) 977 8877 to book your appointment.

1) Your health and safety are of utmost importance to us. We take the necessary steps and precautions consistent with public health and regulatory guidelines.

Our office has always followed strict infection control standards and in order to keep us all protected during this pandemic and in the future, we have updated our safety protocols as indicated:

- Covid-19 pre-screening by telephone & in-office
- Your temperature will be taken upon entry to the office
- Asking you to wear a face mask to your office visit & use hand sanitizer upon arrival
- Plexiglass protection between our patients & front desk staff
- Use of appropriate PPE (personal protective equipment) including N95 masks, half face respirators, face shields, protective gowns & safety goggles
- Room air "settle time" after each patient and thorough disinfection with hospital grade virucidal wipes
- HEPA Air purifiers installed in treatment rooms where aerosols are created
- Limiting the number of people in the reception room and office
- Frequent wipe-down of high-touch areas including door handles & counters
- No visitors in treatment rooms except under exceptional circumstances

We use the SterilWize sterilization automated system that is designed to monitor and validate all necessary steps of our instrument reprocessing, necessary for the protection of our valued patients and staff. It is designed to avoid transmission of any infectious diseases, including the COVID-19 virus. The SterilWize system will only allow instruments to be used in your treatment that have met rigorous sterilization standards.

2) If you have INVISALIGN or Braces please contact us if have any questions about your treatment.

3) Our front desk staff are answering all calls and responding to emails on a daily basis.

Thank you for patience and loyalty throughout this ordeal. We value your trust and look forward to welcoming you back!

Be well & stay safe,

Dr Amelia Chan, Associates & Team
DowntownDentistry.com