



What We Are Doing to Keep You and Our Team Safe

We are excited to have the opportunity to welcome you back! Our office has always utilized personal protective equipment (PPE) that has exceeded all the BCCDC guidelines, however, in light of the COVID-19 Pandemic we have instituted additional guidelines and protocols to ensure your safety.

You will see many changes, as we have new ways of scheduling your appointments and managing your insurance and financial transactions. First, you will be asked a set of health-related questions at the time of scheduling. It is required that we complete this questionnaire prior to your appointment. **We will have to reschedule your appointment if we are unable to complete this step.** You will be contacted 48 hours prior to your appointment via phone, text or email, at which time you will be requested to contact our office if you have a “yes” answer to any of the Covid-19 pre-screening questions. When you arrive at our office for your appointment, you will be asked to confirm the status of your health with a series of questions. Below is a list of some of the enhanced precautions we have taken to protect you in addition to extensive team training on infection control and patient management procedures.

1. Personalized arrival procedures to guide you from your car directly to treatment rooms to eliminate contacting surfaces.
2. Maintain distancing in the reception area for essential caregivers and parents of minors. All other companions will be asked to wait in the vehicle or outside the building.
3. Removed magazines and items that can harbour or transfer germs of any kind. Hand sanitizers will be positioned throughout the clinic.
4. Providing more education materials to enhance your awareness of health issues related to this pandemic.
5. We require a mask to be worn by ALL patients upon entering the office.
6. Installed sneeze guards and droplet barriers at reception area.
7. Require hand washing and hand sanitizing before all appointments by our team and by our patients.
8. Enhanced oral pre-rinse by all patients to reduce exposure to germs.



9. Record temperature of every patient upon entering the office.
10. Record the temperature of every team member each day at beginning and end of work period. Every team member will be screened upon office entry, as well.
11. Payment arrangements in advance to avoid delay and allow contactless exit from the appointment.
12. Enhanced operatory disinfection procedures of all surfaces between patients.
13. Ambient air management with HEPA air filtration continuously in treatment rooms and common areas to remove germs from circulating air.
14. Enhanced operatory disinfection procedures before and after all appointments with fogging devices to access hard to reach places that can be easily missed.
15. New personal protection equipment including face shields, gowns, and masks for our doctors and team to provide barriers against the smallest of germs.
16. Introduce protocols to reduce or eliminate airborne aerosols during all dental procedures.
17. Enhanced nightly disinfection procedures of equipment and office fixtures like computers, keyboards, telephones, tablets, chairs, doorknobs, and buttons that may be touched unconsciously.
18. Disinfection of all outside mail and packages that enter the office.
19. Longer appointment times for you to prepare and complete all appointment tasks and duties in the safest and most comprehensive manner.
20. Providing Teledentistry services for follow up lab reports or communication that can be done online or through video education.

We look forward to serving our patients again in this unique time.

On Track Dental Team

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