

Get Ready....We are.....

# Preparing to Reopen

Covid-19 has taken its toll but we have all worked together and it is time to start thinking about seeing patients. We have missed you and are excited to see you again. The process for appointments will be very different. Here are some of the changes you can expect.



Appointments will be arranged to maintain social distancing requirements. Please understand we will try to accommodate as many appointments per day as is safely allowed but, because of the limitations, we can't always book appointments when it is most convenient for your family. We cannot offer appointments in Whistler at this time.

We will be scheduling the most urgent care first.



You will receive a health questionnaire. Please fill it out prior to the appointment and bring it with you or email it to us the day of your appointment. This will help ensure we are not spreading the COVID-19 virus. These questions will also need to be answered verbally the day of the appointment.



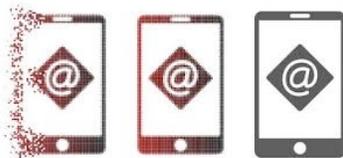
When you arrive for your appointment call us to let us know you are here. Please stay in your car. We will call you when it is time to come up for the appointment. ONLY the patient is allowed in the office. Accommodations will be made for patients that are too young or need the assistance of a family member. Any accompanying family must wear a mask. To ensure we have enough masks to treat patients we cannot provide a mask for you.



Upon entering the office the patient will be met by the assistant and their temperature taken with an external thermometer. They will need to use the provided hand sanitizer. Please note that we will look different with the extra PPE on but it is still us underneath it all!

The tooth brushing station will be closed. Please brush and floss prior to your appointment

When the appointment is over the patient will again use the hand sanitizer as they leave the office.



Next appointments will be emailed to you. If there is anything to discuss Dr. Ball will call you. If you have questions please reach out to us. Dr. Ball will return your call as soon as she can.



If you, or anyone in your household, does not feel well please call to reschedule your appointment.

By following these simple steps we hope to resume regular care while stopping the spread of the COVID-19 virus. If you have any questions please feel free to contact us. In the words of Dr. Henry - Be Kind, Be Calm, Be Safe and we will see you soon!