

BRISTOL DENTAL CLINIC

1 - 512 Bristol Road West, Mississauga, ON L5R 3Z1

Tel: 905 712 3409 • Fax: 905 712 9917

info@bristoldental.ca

www.bristoldental.ca

May 1, 2020

My dear valued patients,

We hope you and your family are continuing to be safe. On April 17, I informed you about the Government's decision to shut down all dental offices in response to the Covid situation.

Today, I take this opportunity to provide an update on reopening the clinic. The clinic is now open two days a week, which is no ordinary task when the majority of other clinics remain closed. I am grateful to our entire team at Bristol Dental Clinic, who have made this possible.

We are glad to announce that the clinic reopened on May 1 to attend ONLY the "Emergency" and "Urgent Care" needs of OUR patients and for whom we have clarity of their medical history.

Emergency and urgent care patients are patients who are in severe pain or discomfort and in whom the prescription medications did not work or in whom further medicines will cause harm. Kindly note that we cannot provide regular and elective treatments as they continue to be on the prohibited list. If you have any questions, please contact the office.

We have enough personal protection equipment like fitted N95 masks, face shields, eyeglasses, head caps, surgical gowns etc. to run the operations. While we continue to be Covid-19 compliant based on the current requirements, we did make specific changes:

- Changes to the front desk and reception areas;
- Two multi-stage HEPA UV air purifiers in the operatory, in addition to the one high capacity air purifier we always had;
- Social distancing features, infrared temperature check, oxygen level check, protective barriers, disinfectant cycles, special mouth rinse and a Covid questionnaire before you go into the operatory;
- Staggered appointments, so patients are spaced apart for their safety and the safety of our staff;

Dental Care for the Entire Family

- Restricted entry to visitors, patients who may have been in contact with Covid patients, patients who have travelled during the past 14 days or who had respiratory and breathing difficulties etc.

The safety of our patients and our staff is equally important. We request your cooperation in keeping your appointment time so we can manage our operations safely. Kindly be punctual.

We want to thank the national, provincial and municipal authorities, our healthcare workers, the citizens of our City for doing their part in reducing the curve of the pandemic. We also appreciate the patience and understanding of our patients during this time. Our efforts have paid off as our premier announced the first phase of businesses that can reopen.

During the lockdown time, we were thoroughly engaged in discussions with our regulatory body, our dental associations, colleagues, and other dental organizations in North America to gather information for evidence-based decisions of planning for return. Meanwhile, the clinic had remained open to handle calls from our patients as well as patients from other practices who could not get immediate help.

Today we continue our plan with getting ready for a phased return to dentistry and joining the equivalent to medical and hospital protocols when delivering AGP - Aerosol Generating Procedures.

The New Normal may seem daunting and overwhelming. However, with a proper plan, organization and team in-service training, along with the continuous practice, we will do our part to contain the COVID-19 virus.

We are looking forward to seeing all of you in the next few months. From our dental team, we request that you practice healthy practices for your teeth as well as your general health. Try to stay away from sugary foods. Instead, focus on healthy eating habits and proper hygiene routines.

Yours Sincerely,

Dr. Annie, Dr. Laura, Dr. James, Dr. Sherri, Dr. Veni, Dr. Shakti, Dr. Manav, Dr. Safa, May, Jassi, Komal, Simran, Shweta, Rohini, Harneet, Alex, Heather, Lucy & Thomas

(Scroll below for the April 17 announcement)

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April 17, 2020

My dear patients,

Greetings to you. We hope you and your family are safe.

These are challenging times. The world is still figuring out how to fight an invisible enemy of such destructive power. Yet, we take solace in knowing that difficult times don't last forever. Everything should return to normal, albeit to a new normal.

We want to let you know that Bristol Dental Clinic remained open every day to handle telephonic calls. Staff volunteered to come and manage the many emergency calls we received from our patients. We could also assist patients belonging to other dental offices as most of the dental offices remain fully closed.

Please be assured the health and safety of our patients, staff and families have been our top priority these last few weeks. As the COVID 19 journey has been changing week by week, we will do our best to keep you informed as and when the ministry and public health give us the guidelines on reopening.

In the meantime, if you have a dental emergency or are in pain or cannot manage with over the counter medications, please call our office at 905 712 3409 or email at info@bristoldental.ca. Dr. Thomas will address your concerns and any question you may have during this time.

In the upcoming days, we are staying connected to our dental team. We are preparing to return to dentistry with the expansion of our hours to accommodate you.

We have always followed stringent infection control protocols in our operatories and all common areas. We will be providing additional measures that you will observe during your future visits. Again, our primary concern is always your safety, health and dental wellbeing.

We thank you for choosing BRISTOL DENTAL CLINIC as your dental practice, and we thank you for your patience and understanding during this difficult time. We look forward to the new normal and to seeing you all again. In the meantime, stay home and stay safe.

Dr. Annie Thomas

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