

## Important information for your next dental appointment

Revision : 2020-07-28

*Preliminary note: the information in this document is based on the document "Covid-19 procédures bucodentaires en situation de pandémie" developed by the Ministère de la Santé et des Services Sociaux du Québec and the Ordre des Dentistes du Québec.*

### Appointment scheduling

Appointments can only be made by telephone, through our website or by e-mail.

If your original treatment plan was established prior to the implementation of the new Covid-19 protection measures, we may offer you the possibility of grouping in a single appointment treatments initially planned into several appointments in order to reduce the number of your visits to the clinic.

Once your appointment has been confirmed, we will send you by email (except in exceptional cases) all relevant documents for your appointment such as:

- the online Covid-19 screening form to be completed and returned to us,
- practical information sheets about your treatments,
- informed consent documents for your treatments to be completed and returned to us,
- prescriptions for any medication you may need to take before your appointment – which can also be sent directly to your pharmacist.

As a precaution, always allow extra time in your diary for your dental appointment in case an unexpected treatment needs to be done, so that you do not have to come back again for it.

### Accompanying persons

Any accompanying person will have to wait outside the clinic for the duration of your appointment. However, exceptionally, a very young child or a person with physical or mental limitations may be accompanied into the treatment room for their appointment.

### When scheduling your appointment, the presence of an accompanying person in the treatment room must be mentioned.

In this case, the accompanying person must also complete the Covid-19 screening form in the same manner as the patient and must wear personal protective equipment to be admitted to the treatment room.

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## Precautions

### *When you arrive at the clinic*

1. Arrive on time for your appointment.
2. Wear a mask.
3. Enter in the clinic, a staff member will greet you to validate your Covid-19 questionnaire again and measure your temperature with a non-contact thermometer,
4. If everything is correct, (s)he will invite you to :
  - a. put your personal belongings in a box,
  - b. wash your hands,
  - c. follow him/her to your treatment room where you will also bring the box containing your personal effects.

### *After your treatment*

1. Once the personal protective equipment has been removed, the hand washing done, the mask put back on and the treatment room air purification process completed, you will be escorted back to the reception desk.
2. You will be able to plan your next appointment.
3. You will be asked to pay in full for your treatments (preferably by debit or credit card). If you have insurance, we will submit your claim electronically so that you receive your refund as soon as possible.
4. All post-treatment care information as well as your prescriptions and receipts will be emailed to you, unless agreed upon otherwise.

### *Covid-19 Fees*

A fixed amount, used to partially cover the special Covid-19 measures that the clinic has put in place for your safety, that of the employees and that of other patients, may be added to the fees incurred for the treatments you receive during your appointment.

## Practical advice

- Limit the number and volume of personal belongings you bring to the clinic to a strict minimum. We also recommend that you put your cell phone in the box with your other personal belongings.
- Keep your means of payment with you; this will reduce the time you have to spend at the reception desk before leaving the clinic.
- Wear comfortable and warm clothing.
- Please note that the clinic bathrooms are not accessible (except in case of emergency). Therefore, we invite you to take precautions before attending your appointment.