

What to expect at the Orthodontic office

We want you to be prepared for what you might see at your next orthodontic appointment, as things begin to look a bit different.



Be prepared to be flexible!

You may not have the pick of appointment times as the number of patients is limited in the clinic at one time, which means less appointments per day. This is to help keep safe social distancing and a safe space for you.



Pre-screening

Completion of a COVID-19 screening, either written or verbal, the day before and at the office prior to your appointment.

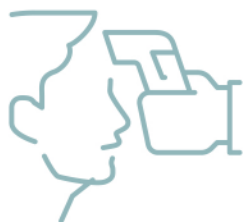


Please wear a mask!

Please wear a mask or face covering to your appointment. The staff in the office will also be wearing more personal protective equipment than you normally see. Hand sanitizer will be used upon entry to the office, and handwashing will be required upon entrance and exit of the clinic.

Brush before you come!

Brushing stations are closed, and you will be asked to rinse with a safe, oral rinse at the beginning of your appointment to clean your mouth of germs.



Your temperature will be taken before every appointment with a touchless thermometer.

When you arrive...

Please come up to the office at your appointment time and email us if you have any questions. As the phone line is busy, please only call us if you're running late or need to change your appointment.



NOTE: There will be no access to washroom facilities for patient use, so plan accordingly.



Payments other than with cash

Plan to pay by e-transfer, post-dated cheques or credit card for touchless payments.

REST ASSURED! Dr. Loo, Dr. Yen and our staff are putting everyone's health and safety first!



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