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To our patients and members of the community;

UPDATE :We are opening again for routine care soon.

We have missed everyone ! We will be expanding our services again . To start we want to address all of our patients who have urgent needs and who have patiently waited over the past 2 months. We appreciate your patience through this and we want to give the care to those who have missed important appointments. Once we have addressed the majority of urgent needs we will soon after incorporate routine preventative care including cleanings and exams. We will be working hard in the coming weeks to contact and reschedule those who we have missed.

We can assure you that we have followed all recommendations from the Provincial Health Officer (Dr. Henry), BC Centre of Disease Control, WorkSafeBC and the College of Dental Surgeons of BC. We have made many steps to create a safe environment for our patients.

Here is how we will change some of our operations in order to ensure we continue to decrease the public health crisis we have been facing:

1. All patients will be pre-screened for symptoms and risk factors. We encourage this to be done by filling out our online form at kootenaylakedental.ca . If you aren't feeling well we will have to reschedule you.
2. All patients will perform hand hygiene upon entering and leaving the office
3. We will limit the number people in the waiting areas and will request that patients wait outside or in their cars if possible and come alone to their appointment if possible.
4. We will stagger appointments as to respect continued social distancing measures
5. The highest level of care including infection control will continue.
6. We have medical grade air purifiers set to arrive which will add extra safety while visiting our office.
7. We have installed glass barriers for patient and staff protection

We look forward to seeing all of our patients again !

Please call or email us with an questions you may have.

We are all in this together and will continue to make all necessary steps to minimize risk while continuing to provide quality care for our patients.

Again thank you for your understanding in these difficult times.

Sincerely,
Dr Kelly Kosheiff and staff at Kootenay Lake Dental Clinic