



Crescent Oral Surgery Covid-19 Update for Patients as of June 2, 2020

Dear Valued Patients,

We hope that you and your families are well.

Great News! We have received a new directive from our regulatory body, The Royal College of Dentists of Ontario (RCDSO), that we can resume all oral surgical procedures immediately. We are no longer limited to treating urgent issues only, as we have since the beginning of the pandemic in March 2020, although we will always continue to be available to do so.

While anxiously awaiting direction from the RCDSO, we have been actively making changes to our three facilities to keep you and our team safe when you are in our practice. A few of these changes include the installation of physical barriers throughout the office and air purification/filtration machines in all our surgical rooms. We have the personal protective equipment required, to ensure your safety and the safety of our team. There will also be a new normal in terms of how our clinic will function just as all other areas of health care have had to adjust. This new normal will affect the number of patients that we can see in any given day which may result in a change to your upcoming appointment date and time. We ask for your understanding should your appointment be changed. Please be assured that we are aware of all patients who require treatment in a timely manner either due to semi-urgent issues or those who are in the middle of an ongoing treatment plan.

Several of our surgeons have hospital appointments and provide care within operating rooms. Due to the pandemic, many of our patient's hospital surgical procedures have been cancelled. As the operating rooms start to re-open, we will be rescheduling all patients who have had surgical dates cancelled. For safety reasons, the hospitals are being cautious and are ramping up operating room resources slowly. We have little to no control over this situation. As the operating rooms become available for elective surgeries, the available dates may require rescheduling of office patients. Once again, we ask for your understanding as this is a unique health care issue.

The doctors and support staff at Crescent Oral Surgery are excited to see you and will provide you with the same level of care that you have been accustomed to in our clinics. Please contact our office if you have any questions.

Sincerely,

The Doctors and Staff at Crescent Oral Surgery