



Canandaigua Oral Surgery, pc

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COVID-19

Our office has reopened for all elective surgical and diagnostic care as of June 1, 2020.

We expect changes and hopefully positive developments will continue over the coming weeks and months with regard to the COVID-19 (Novel Coronavirus) pandemic. We would like to take this opportunity reassure our patients that we are taking any and all necessary precautions to keep them, their loved ones, and our staff safe.

PPE (Personal Protective Equipment) is essential to healthcare providers. This includes, but is not limited to: gloves, masks, face shields, eye protection, sterile gowns, and drapes. We have always utilized these universal precautions protocols in our practice, but could not have anticipated the problems we are now experiencing in keeping our supply of these critical items sufficient. Things are certainly better than they were just a few weeks ago, but continue to be an issue insofar as availability and attendant costs. Our office has taken the necessary precautions to increase our stock of these things, in addition to sanitizers and cleaning products effective against the virus.

Our general sterilization processes and decontamination of the surgical suite after each and every patient remains unchanged. Our patients can expect a level of sterility and cleanliness to the highest standard at all times. What has changed is our attention to common areas in the office to decrease the possibility for contamination or viral transmission. Special attention has been made to increase the frequency we sanitize door handles, countertop surfaces, hand rails, and furniture.

We are all responsible for efforts in decreasing the transmission rate of the virus. Please do not be offended if one of our staff asks you to sanitize your hands at the front desk. Additionally, during our confirmation calls, and when greeting our patients, everyone will be asked several questions, such as:

1. Are you sick, have you had fever/chills, diarrhea, a cough or cold?
2. Have you traveled outside of the United States or to any "high risk" areas (as defined by the CDC) in the last 14 days?
3. Have you come into contact with anyone whom has tested positive for COVID-19, or experienced any symptoms of respiratory illness in the past 14 days.

A copy of the form we are using for patient screening is available for your review on our forms page.

Each patient will be screened with a temperature reading, and are asked to wear a mask, or covering for their mouth and nose when entering the building and while in the waiting area. Patients will be asked to call the office upon their arrival, at which point one patient will be admitted at a time.

Please keep any family or friends who are not necessary for the visit at home. Please keep your distance from other patients present while in the office. Please call the office to reschedule your appointment if you are experiencing any signs or symptoms of illness.

These precautions may seem cumbersome, and in many ways they are, however, our goal is to ensure the safety of our patients, their families, our staff, and our community in general. This pandemic will end, however it will likely never be forgotten. Stay safe and be well.

Nathan T. Cary, DDS



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