



Desired Smiles

Desired Smiles Opening Plan

Dear patients,

We are hopeful that we will be announcing the reopening of Desired Smiles dental practice very soon. We will immediately notify you once we have a confirmed date. As an opening date approaches we are ready and eager to serve all our patients and get you back on the routine of preventive oral health care which in turn leads to better total body health.

We can't wait to invite you to come back to your dental clinic! We have made great investments into the facility and into the team to ensure a safe environment for your return. We ask for your patience and support as we navigate the schedule to allow for cancelled patients to be rebooked. We will make every effort to bring patients back in order of clinical needs and urgencies. Should you have an urgency and need a sooner appointment please contact us.

We would like to share with you our strategy on reopening and the new way we will be serving you and your family. Thank you for placing your trust and confidence in us. More than ever we are committed to exceeding your expectations and delivering first-class service in a first-class environment. Please see the list below for the enhancements to expect at Desired Smiles.

Enhancements:

In addition to our already industry leading Universal Precautions, excellent sterility procedures, and safe dental environment; we have now added:

- Closed door treatment rooms which keeps aerosols confined to the room
- HEPA filtration in every room which Eliminates 97% of bacteria and viruses
- Aerosol Vacuum Suction units. Eliminates 99% of bacteria and viruses.
- Hand wash, sterile stations. Soap, water and 70% alcohol.
- Personal Protective Equipment (PPE). N95 masks, shields, gowns and gloves
- Temperature checks with Noncontact Forehead thermometer
- Pre-treatment Screening Assessments with Covid19 Screening form
- Contactless check in via Virtual parking lot texting and check in
- Contactless payments via Virtual digital completion of paperwork and payment.
- Virtual treatment consultations. Zoom meeting consulting for non-clinical appointments.

We are in the initial stages of implementing a new App that will better your experience from when you arrive and when you are ready to leave. Please see below as an introduction to XCare App which will be how we communicate with you in the future. Once we are ready to launch you will be notified.

XCare App:

Soon we will ask you to download this app as part our new way of receiving dental care. The App will allow for:

1. Covid19 pre-screening:

This app will send you the mandatory Covid19 pre-screening assessment the day before your appointment. You will be able to complete this on your handheld devices.

2. Virtual Arrival and Waiting:

When you arrive and are in the parking lot, you will message us via the app and we will let you know when you can walk into the clinic. We want to reduce the number of people in our waiting rooms

3. Virtual Payments :

When you are complete with your treatment, we will invoice you virtually, submit insurance forms and take payment.

Please see attached video links By Dr Walter Heidary. This will show you what we are doing at Desired Smiles to keep you safe.

1) Enhancements at Desired Smiles [Click here for Enhancement Video](#)

2) Our New Cycle of Care. [Click here for Cycle of Care Video](#)

Thank you

From Desired Smiles



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