

To all of our Dear patients:

The current Corona Virus outbreak (SARS-CoV-2 causing COVID-19) has a current profound impact on all dental appointments within the foreseeable timeframe.

CDSBC and BCDA have as of 2020-03-31 downgraded their rules during the COVID-19 outbreak. We can now treat urgent dental cases as well as emergency patients of our own office.

If you are experiencing urgent or emergent dental problems please leave a message on our answering machine. We will phone you back and will triage you. Only in very select severe cases will we be able to treat you.

We are creating a list of our patients where we know there may be urgent treatment required and will contact you.

If we treat you at the office, there will be a list of rules that will be forwarded to you beforehand, that you will have to follow. Informed consent will be required.

As of right now, no staff members of our clinic have developed any symptoms whatsoever. We practice universal precautions. That means we treat every patient, as if they had Flu, AIDS, Hepatitis C or other possibly communicable diseases. Masks, gloves and eye protection are used at all times.

Dental emergencies, according to the ADA, "are potentially life threatening and require immediate treatment to stop ongoing tissue bleeding [or to] alleviate severe pain or infection." Conditions include uncontrolled bleeding; cellulitis or a diffuse soft tissue bacterial infection with intraoral or extraoral swelling that potentially compromises the patient's airway; or trauma involving facial bones that potentially compromises the patient's airway.

Urgent dental care treatments, which should be treated as minimally invasively as possible, include:

- Severe dental pain from pulpal inflammation.
- Pericoronitis or third-molar pain.
- Surgical postoperative osteitis or dry socket dressing changes.
- Abscess or localized bacterial infection resulting in localized pain and swelling.
- Tooth fracture resulting in pain or causing soft tissue trauma.
- Dental trauma with avulsion/luxation.
- Dental treatment cementation if the temporary restoration is lost, broken or causing gingival irritation.

Non-emergency dental procedures, according to the Association, include but are not limited to:

- Initial or periodic oral examinations and recall visits, including routine radiographs.
- Routine dental cleaning and other preventive therapies.
- Orthodontic procedures other than those to address acute issues (e.g., pain, infection, trauma).
- Extraction of asymptomatic teeth.
- Restorative dentistry including treatment of asymptomatic carious lesions.
- Aesthetic dental procedures.

Please contact us via email or text if you have any questions or if you have a true **dental emergency**. Our estimate is that things will return to "normal" within 6 to 10 weeks.

Wishing you good health,

– Klaus and Leslie Protzer, along with all our team members.

We create smiles! Learn more by visiting us online at www.applecrossdental.com