

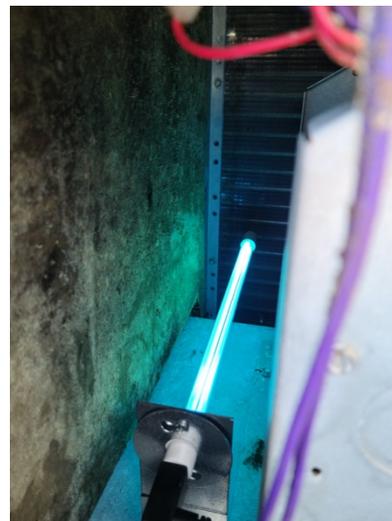


Welcome Back we missed you and are ready to help make your dental care affordable

Hello, and welcome back. We're so glad to be serving you again in a full capacity. As a lot of you know, we really never shut down and stopped serving Middlesex, the surrounding area, London and most of Southwestern Ontario as an emergency dental office even during the height of the shutdown. We served patients as far away as Guelph to Windsor pretty much every day of the week. A lot has changed and I do see how my surrounding team and community has come together to meet these challenges. Along with the standards all of us are following, physical barriers / masks, hand sanitizer, social distancing and generally just good sterilization hygiene practices, we have tried to exceed the standards of patient safety and workplace environment.

We have installed IQ care professional purifiers throughout the offices to ensure that we have met the specifications by the CDC and health Canada to allow for proper air cleaning and circulation to ensure that our air is safe and clean. On top of that we have installed Sanuvox a UV lighting in our duct work in HVAC system to ensure that the air is again sterilized upon return to our office. Basically, the cleaner the air and surfaces, the safer for staff and patients and that is our number one concern.

We are grateful for your patience at this time as we screen you over the phone and when you come into the office, we understand that this can slow things down but at this time it is an important thing to do. We always try to exceed the standards put out and stay aware of any changes that come along.



The shining light in the middle of this pandemic is that this is giving me time to personally self-reflect and I can honestly say that I am surrounded by a great community and a great group of people. I have practiced in the white Oaks area for over 15 years, and grew up in a very similar area in Halifax, Nova Scotia. Now living in Komoka, I have made a lot of friends and have seen my family grow up here and I am grateful to live in a great place. As we opened our doors for regular practice, I have been thankful for our patients, who have supported us and put their trust in us, thank you for that. But most of all I am grateful for my family especially my wonderful wife Maureen who stood by me yet again during another challenging time. Like a lot of you she was forced to become a home school teacher and stay at home, reluctantly but she embraced the

challenge of helping our children. She expressed her frustrations at times but good teachers sometimes can use bad words, LOL. Finally, I really valued my team during this time, being away from them was difficult, but seeing them come together so effortlessly, spoke volumes to the culture that we have at Viana Dental.

We recognize that families and people at this time could be going through some financial difficulties and we thought about how we can help. The logical conclusion was to try to make dental care more affordable, so with that said we have decided to accept direct billing of insurance. We'll do our best to help you maximize the benefits that you have for the care that you need, minimizing or eliminating the need for you to pay up front. For those of you who do not have insurance, will always do our best to explain our fees and offer interest-free financing.

We hope you are doing well, and your healthy, Dr Paulo Viana