March 17, 2020

Dear Patients, Family, and Friends of Mahogany Oral and Maxillofacial Surgery,

The global spread of COVID-19 is affecting every one of us. There are elevated concerns from the virus, its transmission, and the multiple unknowns that continue to surround this developing pandemic. We have elected (along with direction from AHS) out of an abundance of caution and concern, to do what we believe is the best thing for the community at large, our patients and our staff.

Effective immediately, Mahogany Oral and Maxillofacial Surgery will be closed for elective treatment. Non-emergency surgical care and evaluations will be delayed in an effort to mitigate the risk of exposure and disease spread in our community.

We think this is the most efficient way to prevent unnecessary disease spread and to prevent this pandemic from taxing the critical health care resources that will be necessary to provide care to those whose illness is most severe.

We have made this decision in accordance with recommendations from the WHO, the CDC, Alberta Health Services, the CPSA and the ADA+C. It is to note that Alberta Health Services has suspended all elective surgical procedures including Oral and Maxillofacial surgery.

The WHO and CDC have labeled COVID-19 as a global pandemic. We believe that by closing the office, we can help the public health authorities in Canada gain control of the spread of the virus and “flatten the curve” to make the pandemic more manageable.

This was an extremely difficult decision, and we appreciate your understanding and support as we move forward in the way we feel we can best serve our community and our referring dentists while protecting our ability to continue to provide the important surgical care for patients in need.

Our office will still be taking calls during regular business hours. All calls and emergency surgeries requests will be triaged in a timely fashion. The surgeons will still be available to assess emergencies and visits deemed necessary. Pre-screening over the phone will be required. Walk-in visits will not be accepted.

We sincerely apologize for the inconvenience this will cause to many people and look forward to tending to your needs as timely as possible.

Sincerely,

Dr. Simon Touchan, Dr. Graham Cobb, Dr. Miller Smith & Dr. Kevin Robertson