

Wednesday, 4 November 2020

Re: Covid

WE ARE OPEN FOR BUSINESS DURING LOCKDOWN

Due to the pandemic of Covid 19, our lives have changed. This has particularly affected our protocols when seeing our patients.

To minimise the potential transmission of the virus we have adopted the following protocols that now become a long term feature in how we operate.

At this moment in time, the Government's Chief Dental Officer has stated we must minimise the risk of transmission of the virus to protect our patients and ourselves.

We, ourselves, are having Covid tests of the antigen on a regular basis to reassure our patients that we are not carriers of the virus.

When a patient contacts us to arrange an appointment we will ask a number of questions that can be responded to by email or phone before your attendance.

1. What is the problem? When did it start? If you have pain, what score would you give it out of 10, eg. 0 is no pain, 10 is agony.
2. Do you have any medical history including the names of any medication.
3. The name of your dentist if this is your first visit to our Clinic. When was your last dental visit? Was it for treatment or a general review?
4. Whether you may have had or have symptoms of Covid 19 including a temperature, flu or cold symptoms, a dry cough, loss of smell or general fatigue. If so, when did symptoms start? When did symptoms end? It is to be noted that we will make every effort to delay a visit to our clinic for 4 weeks after any symptoms have occurred.
5. If you have had a diagnostic test whether for the antigen or antibody, what were the results? When was the test carried out?
6. Have you come into contact with anyone who was subsequently unwell with the above symptoms or have been diagnosed with the disease. When?

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7. Your date of birth, address and mobile contact telephone number.

To prepare yourself for your visit to us, we politely request that you wear a mask or face covering. Kindly remain in your car upon arrival. We will come to you with a medical history form to be completed and a review of your symptoms. We will take your temperature. We kindly request that all accompanying persons wait in the car and do not enter the clinic. There will be no waiting area provision within the clinic during this time. If you require a parent or guardian to accompany you then we will discuss the protocol with you and them.

When you are escorted into the clinic you will place overshoes over your own shoes before entering the clinic and use the hand cleanser before entry and will be escorted directly to the prepared surgery.

Appointments are scheduled with a 30 minute gap before and after your appointed time so that you will not make any close contact with another patient to reduce risks of transmission.

The surgeries have filtered laminar air flow that changes in the room up to 20 times each hour. The surgeries are disinfected before and after your visit.

We will be wearing personal protective equipment, PPE that may seem a trifle distressing for which we apologise for but is for all of our protection. Gowns, masks and face shields with gloves will feel understandably distancing but essential. Your safety and comfort is our priority.

When your treatment is complete, we respectfully require settlement by card transaction to avoid the potential transmission of the virus with contaminated cash.

Your date of birth, address and a mobile number would be helpful

We thank you for your understanding and your patience.