

# CHURCH ROAD DENTAL PRACTICE REOPENING POLICY – CORONAVIRUS

This outlines the differences you can expect to our normal policies and procedures that we will be employing from the 1<sup>st</sup> July when our practice will re-open.

What science knows about the COVID-19 pandemic is still changing daily and therefore our policies are likely to change as new scientific evidence emerges.

Our team would like to express our huge thanks to all of our patients for their patience, support and understanding during this difficult period. We would also like to thank you in advance for their cooperation whilst we apply changes at the surgery.

Please be assured that we will be providing the very best of dental care to all of our patients. We guarantee that this will be done in the safest possible way.

The practice will re-open for patients who require urgent dental treatment on 1<sup>st</sup> July 2020. As time passes, this will be increased to other patient groups as we clear the backlog. At this time it will be at the Dentists discretion as to what constitutes an urgent appointment

We will inform you when we are able to see

- Patients with treatment that was not completed prior to the lockdown
- Patients who were due for routine examinations and hygienist visits during the period of closure

## Protocols in place to reduce Coronavirus risk

Prior to the pandemic our procedures to prevent cross infection were already of the highest standard. We can assure you that we have all correct procedures in place to maintain this. Your health and care is of utmost importance to us. We have evaluated all of the most recent guidance and measures that have been put in place. We are confident that the measures outlined in this policy will reduce risk to the minimum level at the practice.

## Patient Communication prior to your appointment

It is imperative that all patients who are attending MUST update their medical history forms prior to any visit. These forms will now be sent via email to [cardiffdentalcare@googlemail.com](mailto:cardiffdentalcare@googlemail.com)

If you are struggling with this then one of our team can help you.

As you may expect we will also need to investigate your Coronavirus status straight away prior to your attendance

## Before arriving at the practice

### **We will require:**

- A completed medical questionnaire.
- One of our team may also carry out a telephone consultation with you to assess your dental problem prior to your visit. We can therefore offer you a potential treatment plan an estimate of cost.
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If we feel that you are at risk of having possibly been infected, we will respectfully request for you to delay booking any appointments with us for a while. Patients perceived to be in the high-risk groups for developing complications from coronavirus will be asked to delay

non-essential dental treatment for as long as possible until the possible outcome of the pandemic becomes apparent.

## Arriving at the practice

We will meet all patients outside the building and bring them straight into the surgery. Prior to entering the surgery we will need to perform a quick contactless temperature check. If your temperature is above 37.8°C, you will be unable to enter the practice and will be asked to return home and self-isolate as per current government guidelines. We will also require you to arrive wearing a mask or facial covering and use the provided hand sanitiser. One adult is able to attend with a child; please DO NOT bring additional family members with you,

The front door will remain locked. When you arrive at the surgery please call **07857075286**. Please do not bring any personal belongings with you and please note the toilets will be out of use. The waiting room will also be out of use for patients. Appointments will be timed so that patients do not arrive or leave at the same time as other patients, as far as we are able to manage.

## What to expect

We have been looking at every aspect of our practice by removing all non-essential items that can potentially be a source of infection. Sadly the surgery will not look like it normally does as there have been many changes. You will find that the practice may appear to be quite stark when you attend.

All common and surgery areas including door handles and surfaces will be regularly and thoroughly disinfected in addition to our normal surface cleaning protocols between patients.

We will be allowing extra time between patients for decontamination procedures, and allow preparation time for the next patient so that they do not need to wait in the reception area.

All future appointments will be made and confirmed by telephone or email : [cardiffdentalcare@googlemail.com](mailto:cardiffdentalcare@googlemail.com)

All dental staff will be using PPE in line with current guidelines and evidence.

We apologise in advance for the necessary reduction in social interaction that this will necessitate.

We are especially mindful that some dental treatments are aerosol-generating procedures (AGPs) and extra protection measures will be in place.

## Remember

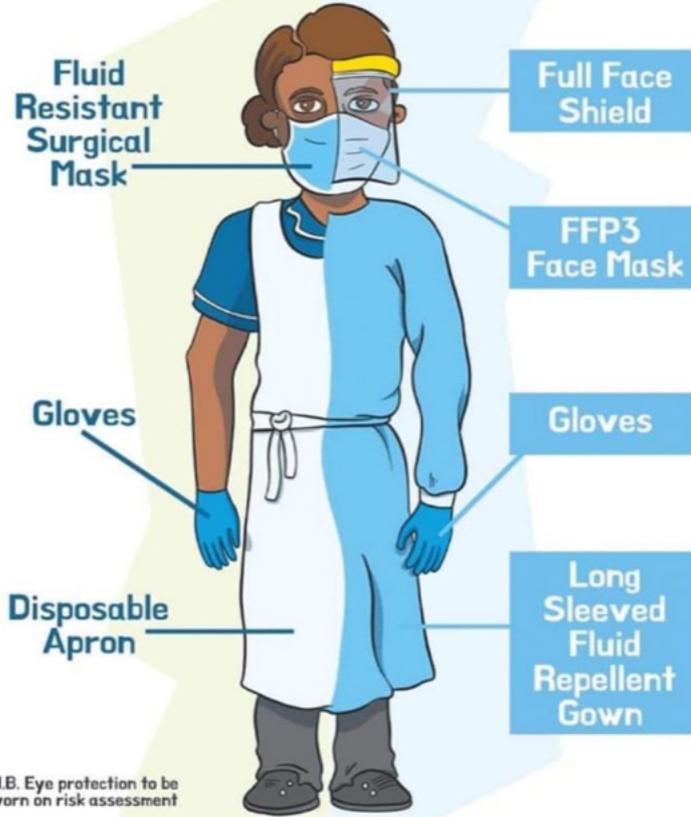
- Our primary concern is Infection control and your safety. We believe you will be in a safe and controlled environment.
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- We guarantee that you will receive dental care which is of the very highest standard.
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- Our dental team has been thoroughly trained and are confident with all the new protocols that we have introduced to combat the pandemic.
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- Dental surgeries are the safest health care environments in the UK.

Illustration by James Fox Creative for



For more information  
contact 0121 371 2437  
COVID19coordinatingcentre@uhb.nhs.uk

# COVID-19 Safe PPE



N.B. Eye protection to be worn on risk assessment

General contact with confirmed or suspected Covid-19 case

Aerosol Generating Procedures