

Post Covid-19 Reopening Policy

Dedicated Personal Specialist Care

THE *Specialist*
DENTAL PRACTICE
Est. 1978

Advanced Specialist
Range of Treatments

Leading Specialist Dental Practice in Weybridge
Specialist in Prosthodontics, Endodontics, Periodontics and Dental
Implantology

BDA goodpractice
GOLD AWARD

Reopening information for patients

Post Covid-19 Reopening Policy

This policy has been created based on multiple updated sources from within the dental and medical professions and the government.

It outlines modifications to our normal procedures that we intend to employ once the practice is reopened after the COVID-19 pandemic peak has subsided.

It is not known at this time whether these procedures are temporary or whether they will become a permanent feature of the way dental practices must be run to ensure patient and staff safety in the future.

The worldwide COVID-19 pandemic is still being evaluated and studied and policies and recommendations are likely to change in line with new scientific evidence over time.

We would like to thank you, our patients, for your patience and forbearance during the period of temporary practice closure and for your understanding and cooperation whilst we implement new measures at the practice.

We will of course be providing dental care to all of you in the safest possible environment. We greatly appreciate your assistance with any new or modified procedures at the practice.

Provisional Timetable

The practice will re-open for patients who require essential dental treatment on Monday 8th June 2020.

The provision of dental care will be re-introduced in a phased manner as standard operating protocols and supply chain for procurement of the necessary Personal Protective Equipment (PPE) get established.

We will initially be seeing patients with emergency problems or other dental problems that require urgent assessment and treatment. This will be extended to other patient groups as of Monday 22nd June 2020; prioritising those patients with treatment that was not completed prior to the lockdown, and who were due for routine examinations and hygiene visits during the period of closure.

New Measures to Reduce the Risk of Covid-19 Transmission

At The *Specialist* Dental Practice, our normal cross-infection control protocols against all previously known pathogens are already woven into all clinical activity carried out at the practice.

We know that a dental practice is already a very clean environment compared to public areas and there is no evidence of COVID-19 transmission occurring at increased rate in the dental profession.

We have collectively evaluated all of the updated guidance and observed what measures have been put in place in other countries. We feel that the measures which are outlined in this policy vastly reduce the risk of transmission.

Please be assured that all of our clinical staff will also be complying with our updated procedures to reduce the risk of cross infection in both directions.

Before Attending the Practice

We will carry out a pre-attendance assessment via telephone conversation to assess relative coronavirus infection risk.

The scheduling and confirmation of the appointment will be based on your 'risk' status and the nature of the treatment planned.

If we feel that you are at risk of having been infected, even if you are asymptomatic, we will respectfully request for you to delay booking any appointments with us for 2 weeks.

Before Attending the Practice

We recommend that patients in the high-risk groups for developing complications from coronavirus delay non-essential dental treatment for as long as possible until the trend of the pandemic becomes clear.

If you are in a high risk group and do require treatment we will schedule your appointment at the beginning of the day.

Patients must attend alone unless it is a carer, guardian, legal representative or a translator.

We will be operating card or bank transfer payments only for now; and we will kindly request to avoid cash payments at the reception desk.

When travelling to the practice, we would recommend that you limit close contact with other members of the public as far as possible.

We may ask you to wait in your car, and then meet you at the main door when we are ready to bring you straight into the surgery.

One adult is able to attend with a child; please do not bring additional family members with you unless they are happy to wait in the car or outside the practice.

Please try to keep personal belongings to only the most essential and minimum.



Arriving at the practice

When you attend the practice, you will be welcomed to the front door, where we will take your temperature with a no-touch thermometer.

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 ask for you to hang your coat or jacket on the coat rack. The front door will remain locked, however we cannot accept liability for personal items so please limit what you bring into the building.

You will be given gloves and a mask to wear if prolonged waiting is anticipated in the waiting room.



Arriving at the practice

We will direct you straight to the surgery and request that you do the following before or during your appointment:

- Use the hand sanitiser in the reception area or
- Thoroughly wash your hands for 30 seconds with the antiseptic hand wash provided in the surgery
- Use the virucidal pre-rinse (Povidine or Hydrogen Peroxide mouthwash)
- Avoid use of the spittoon

We intend to eliminate waiting inside the practice and at reception. Accordingly, appointments will be staggered so that patients do not arrive or leave at the same time as other patients as far as we are able to manage.

We will be asking patients to avoid using our cloakroom wherever possible; but if you do use it please do your best to ensure that you leave the facilities as you would expect to find them and wash your hand thoroughly. The cloakroom will be regularly disinfected between patients.

Practice Procedures

We have spent time critically looking at every aspect of the practice with the view to remove all non-essential items that can potentially be the cause of infection.

You will find that the practice looks and feels different when you attend.

We regret that during this interim period, we will not be offering you a cup of tea and coffee in the interest of reducing all opportunities for cross infection.

All clinical and common areas including door handles and surfaces will be regularly disinfected.

Dental Procedures

All staff will be using personal protective equipment in line with current recommendations and evidence.

We will look very different; whilst our masks may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!

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

We are especially mindful that many dental treatments are aerosol-generating procedures (AGP's).

It is difficult for us to carry out some dental procedures without generation of some level of aerosol.



Dental Procedures

Aerosol suspended in the air is a theoretical source of infection which we obviously wish to keep to a minimum. Currently the dental literature suggests:

- Our use of our normal high-volume suction reduces aerosol production by over 90%.
- The use of dental rubber dam where possible reduces bio aerosols by a further 30 to 90%
- Our regular surgical facemasks filter approximately 60% of remaining airborne particles.
- FFP2 and FFP3 masks filter 94% and 99% respectively of airborne particles in both directions (patient to clinician and clinician to patient).

We therefore feel that our normal dental procedures can be carried out with minimal risk by the use of high-volume suction, rubber dam, surgical, FFP2 and FFP3 masks as appropriate.

A Quick Summary

You will only be attending in the knowledge that you are free from coronavirus infection.

We are confident that we are able to provide dental care for you in as normal an environment as possible, while bearing in mind our responsibilities to mitigate risks of infection spread as far as is practically possible.

This policy will be constantly reviewed and updated as necessitated by circumstances over time.

If you have any questions regarding this guidance or about your dental care, please do not hesitate to contact us on info@weybridgedentist.co.uk or call us 01932857585

We thank you for all your patience and remain looking forward to seeing you soon!