

# Covid 19- Your Dental Appointment



*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



## COVID 19- information for patients

# Covid-19 Your Dental Appointment

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 have employed at the practice due to the current COVID-19 pandemic.

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 continuously changing in line with new emerging scientific evidence.

We would like to thank you, our patients, for your patience and forbearance during these challenging times 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; and truly appreciate your assistance with the new and modified procedures at the practice.

# 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.

**Please note that the practice does not offer any unscheduled 'walk-in' services. All patients are to be seen on strictly 'appointment-only' basis.**

## Before Attending the Practice

**Please attend the surgery wearing a face mask in line with the current government guidelines.**

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

**Please ensure you wear a suitable face mask covering both the nose and the mouth.**

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, we will take a pragmatic approach towards the reason of your high temperature and you may be asked to return home and self-isolate as per current government guidelines.*

A non-touch hand sanitiser unit is at the entrance for you to disinfect your hands and clear signage and barriers are in place to encourage social distancing where possible.

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

## Arriving at the practice

We will try our best to 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
- Secure your belongings in the designated zone
- Wear the face mask until advised to safely remove so.

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.

Certain dental treatments may have to be modified to ensure the aerosol generation is kept to a minimum where possible and feasible.

The practice has put in mitigating measures to reduce risk of transmission generated during aerosol procedures. Additionally, all team members will be have the enhanced level of Personal Protective Equipment (PPE) that will reflect the risk of a given procedure.

To allow for adequate time to meticulously disinfect the surgery after each patient, the appointments available for high risk procedure are are likely to be staggered with less flexibility on appointments available. We sincerely regret this limitation but the safety of all our patients and work-force remains our utmost priority.



## 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' of an environment as possible whilst 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](mailto:info@weybridgedentist.co.uk) or call us 01932857585

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