



**2 June 2020**

**The Lawns Dental Practice is reopening on 8<sup>th</sup> June 2020**

Great news for The Lawns Dental Practice Patients, we are going to be re-opening to see urgent treatment patients from the 8th June 2020!

We really appreciate your patience whilst we have had to suspend visits to the practice due to Covid19 pandemic.

We hope that you understand the measures we will need to put in place in order to safely carry out the practice of dentistry. We have had to wait for clear directives from the Her Majesty's Government, whilst equipping ourselves with the appropriate PPE and finally, we can announce that we have plans to re-open.

We will be working under clear guidance from the Royal College of Dental Surgeons England and the dental governing bodies, following research and evidence based practices as far as possible, in order to safely provide you with the dental care that you need.

**Here are some important questions set out for you regarding your future visits:-**

**How will we accommodate patients at the practice day to day?**

We will limit the number of patients being seen as well as the number of staff working at any one time, but we will aim to work longer days to accommodate our patients. We will put safe distancing measures in place, and we will have to limit the types of treatment we provide to urgent care until we are able to carry out routine visits.

**Will it be safe to come to the practice?**

We are taking the required measures to ensure that you and the clinicians and staff are kept as safe as possible throughout your visit.

**What will happen before my next visit?**

Before your next visit we will contact you by telephone to triage your medical health including your COVID19 risk status including any vulnerability issues, and assess the length and type of treatment you will need.

**How will I pay for my treatment safely?**

You will be required to pay for your planned treatment by telephone before your visit. Any adjustments will be made after your visit. This will be done safely by the receptionist before you leave.

#### **What will be different about my next visit?**

- We will ask you to stay outside the practice preferably in your car until we phone to ask you to come inside.
- You will be asked to leave any personal belongings outside with someone else as far as possible.
- You will also be asked to use the toilet at home before you arrive.
- YOU WILL HAVE YOUR TEMPERATURE TESTED AT THE DOOR PRIOR TO ENTRY.
- You will be asked to sanitise your hands and then you will be taken straight to the treatment room.
- The clinician will check your teeth to ascertain exactly what they need to do and obtain consent prior to proceeding.
- Further instructions regarding your future visits will be given to you nearer the time of your next appointment.

#### **Will I be able to talk to the dentist/hygienist before my treatment about my concerns?**

- ❖ Where appropriate, you may also have a video call or telephone call from the dentist who will be seeing you, prior to your visit. This will provide opportunity to talk about your concerns and any dental issues you have, in order to establish as far as possible what treatment you will require.
- ❖ The clinicians and the staff will be wearing appropriate PPE which includes a full face visor, mask, gown/apron and hair protection and this may seem different to previous visits. This will mean we minimise the time for discussion whilst in the surgery.
- ❖ After your treatment, the clinician may want to give you a follow up video or telephone call to discuss your treatment plan and further visits for other procedures, and this will give you the opportunity to ask any further questions.

#### **What does the term 'aerosol generating procedures' mean and why is this important?**

Any dental procedure that creates droplets or a fine invisible mist of particles in the air is called an aerosol generating procedure or AGP. The aerosols produced will carry viruses along with other particles into the air. The most common AGPs are talking, singing, shouting, sneezing and coughing, ultrasonic scaler, drilling a tooth, spraying a tooth with air and water, as well as any procedure that may induce coughing.

#### **If I need to have a scale and polish will this be possible?**

- Once we are able to carry out non-emergency procedures, we will be providing hygiene appointments. We may use the hand scalers to clean your teeth, until we are able to carry out scaling using the ultrasonic scaler, as this procedure carries the

highest exposure risk for potential transmission of COVID-19. We may initially have to avoid polishing your teeth, but will provide polish for you to use with your electric tooth brush at home.

**Will my visit cost me more?**

- In order to provide your dental treatment in a manner that protects both you, other patients and the staff and clinicians, we have had to be equipped with extra PPE which means further costs. Whilst we want to avoid unnecessary increases in costs, we have costed out for each procedure, exactly what extra costs will be incurred, for such things as surgical gowns, FFP3 and FFP2 masks, Visors and other protective wear and we will add this cost onto your treatment. We will advise you of this extra cost prior to your visit. We hope that you will appreciate our reasons for this additional charge.