

# Keeping you safe – information for our patients



## Advice for our Patients Visiting our Practice

Dental Practices are very good at protecting patients from viruses and we are familiar with using PPE to keep you safe - here are some ways we are working to help protect you

### Please:

- Come alone unless you are a child or a patient who needs support or supervision
- Avoid bringing unnecessary bags & coats as they can be a transmission point for you & others
- Try & respect 2 metres – we will do our very best but we appreciate it may not always be possible
- Pay by card, ideally in advance by phone before your appointment to reduce contact or use contactless
- Do not come early. We know we have asked you all for years to come early to appointments!
- If you have a mask, come wearing it
- Visit the toilet before visiting the practice as ours may be out of bounds
- We will ask if we can check your temperature on arrival & disinfect your hands

### We may:

- Ask you to wait outside so we can limit the number of people in the building.
- Not shake hands with you or talk to you as much as we used to – doing this can reduce any risk of transmission - please don't be offended!
- Have to work in teams & minimise the number of people in the building – we know you like to see you regular dental surgeon & will do our best but we may have to adjust clinic times so we can keep systems as safe as we can for you all.
- Have to prioritise conditions with the most urgent need – please trust that we will be fair & work to assess risk. We may have to defer or reassess elective procedures.
- Follow up within 14 days to ask if you have developed COVID symptoms

### We promise:

- We will do our very best to run on time but please appreciate that we are working under highly controlled conditions where safety is paramount and will take priority

### What changes have we made?

- Some dental procedures create an *aerosol* (spray in the air) and we are taking steps to reduce the risk associated with this. The key change is the management of *aerosol* – this is where the virus, if present will be.
- If we use a drill, air/water spray or ultrasonic scaler, it creates an *aerosol*. We will only do this where there is a clear & essential need and we may try to avoid aerosol generating procedures.
- When we create *aerosols* we will use enhanced PPE – so we may wear quite a big / strong face mask & a gown which may limit how much we can talk with you.
- If we have created *aerosol* we will be '*following*' our surgery which means leaving it empty for 1 hour before rigorous cleaning – this will *slow us down* meaning we cannot see as many patients as we would like to.
- We will be limited as to how many *aerosol spray* procedures we can carry out and we will only be doing them in necessary cases – we will happily explain our reasoning to you.

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*For dental emergency out of practice hours please call NHS 111*