



PREPARING TO RE-OPEN POLICY POST COVID-19

This policy has been created based on scientific, regulatory and government advice.

It outlines modifications to our normal procedures that we intend to employ once the practice can be 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 all of our patients for their patience and forbearance during the period of temporary practice closure and for their understanding and cooperation whilst we implement new measures at the practice.

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

TIMETABLE

We have recently been given clearance to re-open the practice in early June by our regulatory bodies and this pairs with the new government advice to the public that they may leave their home for ANY MEDICAL NEED.

Stage 1. Immediately: the practice will re-open to see patients in urgent and essential need.

- Pain
- Infection
- Unexplained oral lesions and lumps
- Lost/loose crowns, bridges and implants.

Stage 2. As lockdown restrictions are eased further:

- Incomplete treatment prior to lockdown
- Chipped or broken teeth not causing pain
- Patients that have contacted us in emergency during the lockdown period and told they required treatment once we re-open.

Stage 3. Resumption of routine appointments where priority will be given initially to:

- Patients who were due routine examinations and hygienist appointments during the lockdown period.
- Orthodontic reviews of existing patients.
- Dental Plan Patients

New Measures to minimise risk of COVID-19 transmission

Our normal cross-infection control protocols at the practice against all previously known pathogens are already woven into all clinical activity carried out at the practice.

It should be remembered that a dental practice is already a very clean environment compared to public areas and there is no evidence of COVID-19 transmission occurring in increased rates in dentists or their staff.

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 will reduce risk to the minimum level at the practice.

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.

PRIOR TO YOUR APPOINTMENT

We will be contacting patients and confirming appointments ahead of their scheduled time.

Medical history update forms will be sent by email and require signing electronically. The form will include a new section which will allow us to assess your level of risk for coronavirus infection before you attend the surgery. If we feel that you are at risk of having possibly been infected, even if you are asymptomatic, we will respectfully request for you to

delay booking any appointments with us for at least one month. If we do not receive the completed questionnaire in time and we are unable to contact you, we may need to cancel your appointment.

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. To find out whether you are in a high or very high-risk group please see the [link here](#).

ARRIVING FOR YOUR APPOINTMENT

Prior to entering the building we request you call the practice reception to let them know you are here. We will then call you back to let you know when to enter the waiting room area. You will be greeted by a member of staff (wearing PPE) who will take a contactless temperature reading. If your temperature is above 37.8°C, you will be asked to return home and self-isolate as per current government guidelines.

We will be minimising waiting in the reception area and therefore there will only be a few seats available all spaced more than 2m apart.

We regret that during this interim period, we will not be providing our normal newspaper and magazine services in the interests of reducing all opportunities for cross infection to a minimum.

DURING YOUR APPOINTMENT

All dental staff will be using personal protective equipment in line with current recommendations and evidence. We apologise in advance for the necessary reduction in social interaction that this will necessitate. Whilst our masks may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!

LEAVING THE SURGERY

Once you have finished your appointment you may proceed to the desk to make payment but to minimise time spent in the reception area we will make any future appointments required over the phone or by email.

This policy will be constantly reviewed and updated as necessitated by circumstances over time. If you have any questions regarding this policy or about your dental care at The Oaktree Dental Practice please do not hesitate to contact us on:

Mortimer Patients: reception@oaktreedentalmortimer.co.uk

Newbury Patients: reception@oaktreedentalnewbury.co.uk

We hope to see you all soon,

Kind Regards

Oaktree Dental