

## **The Essex Dental Clinic – June 2020 Newsletter and Covid-19 update**

Dear Patient, we hope that this newsletter finds you and your families well.

### Re-opening on Monday 8<sup>th</sup> June

After the government's shock announcement, we will be re-opening for our patients next Monday 8<sup>th</sup> June but in a limited capacity. We will also be continuing to work as an Urgent Dental Care Centre for non-Covid, shielded and vulnerable patients.

As you know, your safety and well-being are always of paramount concern for us. We are therefore following the recent guidelines from the dental professional bodies on how to re-open safely for both you and for our dental team.

We have increased measures in place for Infection Control Procedures and Personal Protective Equipment (PPE). These measures determine how many patients we can see and what treatments we are able to carry out.

In the first phase of opening, we will be seeing our urgent cases and patients who we know have had dental problems during the lockdown period. We will also be seeing vulnerable patients who desperately need dental care. The second phase will include patients who have already paid for their treatment (practice plan patients) and patients who were mid-way through treatment when lockdown started.

We will be reassessing this continually depending on availability of PPE and changes to government or dental guidelines.

### Returning to normal or a new normal?

Patients will see a lot of changes and we all need to adapt and adjust together. Here are a few of the new measures:

- All patients will have pre-appointment telephone consultation and will be Covid screened.
- Patients will be asked to wait in their cars when they arrive.
- We are in the process of introducing new software so that all the required medical history, consent forms and payments can be made contactless.
- The reception has new screens and we have made the practice suitable for 2 metre distancing.
- Staff have their temperatures checked at the start of each day and patients will have their temperatures checked on arrival.
- Patients will be given hand sanitiser to use on entering and leaving the building.
- The practice has a locked door policy now, so patients will enter when we are ready to treat them.
- Children and vulnerable adults can attend with one chaperone only who must wear their own mask or face covering in the practice.
- The treatments that we can provide may be limited initially and we may want to do as much treatment as possible in one appointment to reduce additional risk.
- Hygiene appointments will be with hand scalers only due to the aerosols created by other instruments.

We will be posting a video of what to expect on our Facebook page so please like us on Facebook and look out for that.

For Children, we may look even more scary in our PPE. Please describe this to them as our 'Superhero' costumes, capes, gowns, masks and all!

We are really looking forward to seeing you again and hopefully over the next few months things will become more normal.

With Best wishes from Louise and the whole team at The Essex Dental Clinic