



The Essex Dental Clinic – September 2020 Newsletter and Covid-19 update

Dear Patient,

We hope that this newsletter finds you and your families well. We are very much aware that Covid-19 is here to stay for the foreseeable future, and possibly on the increase as we go into the autumn and winter seasons. Therefore, we are being vigilant to keep both you and our staff as safe as possible.

What to expect when you arrive for an appointment

We have posted a short video of on our Facebook and Instagram pages which explains the new procedures and we would be grateful if you would watch it before you attend any appointments. Please attend wearing a face covering. Please come to the front door when you arrive so that we know you are here and then return to your car to wait. Please be mindful of keeping 2 metres from other patients.

Patient Portal

We have introduced new software so that many of your necessary forms can be completed by you, at home, prior to you arriving. The link for your paperwork will come with either your text message or email appointment reminder. We would be most grateful if you could complete this paperwork before you attend the practice. This enables you to have a more contactless experience and therefore less risk of Covid-19 transmission.

Patient Payments

This month we are introducing a new payment system so that payments can be taken remotely as well as contactless. We will also now be able to accept American Express cards.

Video or telephone consultations

To reduce patient contact and risk, we are carrying out more consultations using video apps (such as WhatsApp or Facetime) before having in-person treatment appointments. The NHS is currently allowing us to do this with no charge for NHS patients. Privately we charge £45 for a 15-minute consultation. We are including video consultations as an additional free benefit for all our membership Practice Plan patients.

Should any patients wish to swap to become practice plan patients and therefore receive priority appointments, more regular appointments, video consultations, free emergency appointments both in hours and out of hours, please don't hesitate to contact us on 01787-222828. There are more details of our membership plans on our website www.essexdentalclinic.co.uk

Ventilation System Upgrade

Some patients may have noticed workmen at the practice over the last few weeks – and apologies for the noise. Although we already had a ventilation system in place it was no longer adequate for the updated guidance due to Covid-19. We aim to have 6 complete air changes between patients after we have created an aerosol to prevent Covid-19 transmission in the air. Therefore, we have invested in an additional air extraction system to do this more efficiently and quickly to keep you safe.

Thank you for Thanking us

Due to Covid-19, we are having to carry out extra procedures to keep our patients safe but these important measures also mean that it is hot, hard work wearing our personal protective equipment (PPE). So, when we receive thank you cards, letters and emails from our patients, it is really appreciated by the whole team. These gestures remind us we are doing something truly important and knowing that our patients appreciate this really makes our day. So, we would like to say a big 'Thank you' for thanking us!

Treatment Costs

It has been brought to our attention that some other dental practices are charging patients additional costs to cover PPE. Please be assured that we are not doing this.

Appointment times

We would like to apologise in advance if we have to rearrange your appointments. Managing the appointment book is difficult as some treatments require extra fallow time to prevent cross infection. This means that we are still only able to see a fraction of the patients we would previously have seen on a daily basis. We are beginning to carry out more routine treatments but continue to prioritise patients in pain or in need of more urgent care. We may also have to reschedule appointments if there is a shortage of PPE or staff potentially needing to self-isolate or due to changes in government or dental guidelines. As always, your safety is our top priority. We would like to thank you in advance for your understanding.

Best wishes and keep safe!

Louise and the team at The Essex Dental Clinic