

Dear Patient

We would like to thank you for your patience and forbearance during the period of lockdown and clinic closure.

Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

During these last few months we have spent our time planning carefully, creating strict health and safety measures to ensure we create the safest environment for both our team and patients.

To be able operate in a safe way for you and our staff we are going to implement essential protocols.

We wanted to communicate some of our plans to you so that you can gain an understanding of the changes we made to your future appointment visit.

### **Infection Prevention and Control**

Infection control has always been a top priority for our practice and you may have seen this during your appointments. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our practice follows infection control recommendations made by the BDA, HSE and monitoring bodies for dental industry. We follow the activities of these so that we are up-to-date on any new rulings or guidance that may be issued.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Patient's appointments will be prioritized by scheduling in patients those with emergencies and those that had an appointment booked before lockdown.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- Our practice will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the practice.

### **Arriving for your appointment**

- You will be welcomed in to the clinic through our normal door buzzer system.
- If you are wearing your own mask, we kindly request that you keep it on. If you don't have one, the clinic will provide one. We request you wear a face mask at all times until your treatment starts and you will also be given a small bag to put your mask in until treatment has finished where you will replace your mask on before leaving the surgery.
- Should there be necessary, you may be asked to wait outside / in your car to maintain the social distance.
- On your arrival we will take your temperature using a non contact device. If your temperature is deemed to be high (>37.8 C) we will kindly ask you to rebook your appointment for another day and that you self isolate in accordance with current government guidelines.
- On entrance, there will be a hand sanitizing station so that you can disinfect your hands. You will be given a black bag to put all your belongings in until you leave and shoe covers will also be provided

- You may see that our waiting room will no longer offer magazines and leaflets, since those items are difficult to clean and disinfect.
- We regret that at this time, we will not be able to offer you our casual tea/coffee services. Water will still be available if required but we do suggest that you attend suitably hydrated or bring your own water bottles.
- Appointments will be managed to allow for social distancing between patients. Please do not arrive at the practice earlier as you will be asked to wait outside. Also, if you arrive accompanied by a member of your family, we will kindly ask him/her to wait outside the practice.
- If you arrive with a coat or jacket, bag or other personal belongings you will be asked to place them in a bag provided. On your departure these will be returned back to you. (We will recommend you leave your belongings in the car if able to)
- We will do our best to allow greater time between patients to reduce waiting times for you.
- All door handles, surfaces, switches and seats will be regularly disinfected by our team throughout the clinical days.

### **Making your next appointment**

- Rebooking your next appointment will be done over the phone. Our reception will call you as soon as you left the practice and will create a new appointment if needed
- Our reception team will advise you to book within a time frame as per clinician indications.
- Payments for consultations and treatments will be processed over the phone or bank transfer (BACS) prior to all appointments.
- Payments should be made by card where possible
- Depending on the individual appointment we will require a deposit from £50 to secure all bookings. We require 24 hour's notice for any cancellation. Late cancellations or no shows will result in your deposit being non – refundable.
- All staff will wear the appropriate PPE for the procedure that is being carried out. You may notice these changes when you are in surgery, and may be that your dental professional talks through his or her mask. They may even wear a full body suit but please do not be alarmed as this will be completely normal and you should not worry about this.

All PPE and equipment will be new and sterile for use during your care. The PPE we now have to wear is known as Enhanced PPE. At this time, there are large shortages in the country and you will have seen this in the news constantly throughout the pandemic. This has pushed the prices of PPE to extremely high levels. So that we can maintain your treatment, we have had to obtain the PPE through these expensive channels. Unfortunately, at this time, we will need to apply £30 surcharge for the extra PPE to all our patients. We hope and are confident that this will be a temporary situation as we expect the supply of PPE to increase as the pandemic subsides.

Hopefully, this will progress to some normality but in the mean time 24/7 Dental Clinics will try its utmost to ensure a safe, professional and efficient environment.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice.

With our warmest wishes

24/7 Dental Clinics