Sorriso Dentistry

Post Covid-19 Reopening Policy

Reopening information for patients

Post Covid-19 Reopening Policy

This policy has been created based on multiple updated sources from within the dental and medical professions and the government.

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

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

Patient Communication Before Reopening

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

We will request that all patients who are attending Sorriso Dentistry update their standard medical history forms beforehand

These forms will remain in electronic format only

The assessment forms include a new section which will allow us to assess your level of risk for coronavirus infection before you attend the surgery

New Measures to Reduce the Risk of Covid-19 Transmission

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

We know 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 vastly reduce risk.

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.

Before Attending the Practice

We will carry out a pre-attendance assessment via your completed Medical History before your appointment and, if necessary, a follow-up telephone conversation to assess relative coronavirus infection risk.

Reception will contact you to remind you of this if we have not received your completed forms. If you have any difficulties with completing the forms we can help you with this over the phone.

We may also carry out a video consultation with you to assess your dental problem prior to your visit.

If we feel that you are at risk of having been infected, even if you are asymptomatic, we will respectfully request for you to delay booking any appointments with us for 2 weeks.

If we do not receive the completed questionnaire in time and we are unable to contact you, we may need to cancel your appointment. In order for us to use our clinical time effectively to care for patients, you may be charged for the appointment if we are unable to fill it at short notice, as per our normal terms and conditions.

Before Attending the Practice

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.

When travelling to the practice, we would recommend that you limit close contact with other members of the public as far as possible.

We will ask you to wait in your car, and then meet you at the main door .when we are ready to bring you straight into the surgery.

We are adopting a ‘one way system’, and after your appointment, will escort you to the side door to exit the building and make your way back round to the car park.

One adult is able to attend with a child; please do not bring additional family members with you unless they are happy to wait in the car or outside the practice.

We will be operating contactless payment systems going forwards; we will kindly request that payment is made when you arrive by means of apple/android pay, or online or over the phone for your appointment prior to you attending if you do not have a means of making contactless payment at the time of your visit. This reduces the requirement for unnecessary contact or use of pin entries on card terminals at reception and allows us to adopt a ‘one way system’ of patient flow.

Arriving at the practice

When you attend the practice, you will be welcomed to the front door, where we will take your temperature with a
no-touch thermometer.

If your temperature is above 37.8°C, you will be unable to enter the practice and will be asked to return home and self- isolate as per current government guidelines.

We will ask for you to hang your coat or jacket on the coat rack. The front door will remain locked, however we cannot accept liability for personal items so please limit what you bring into the building.

Please arrive with a mask on. If you don't have one, you will be given a mask to wear.

Arriving at the practice

We will direct you straight to the surgery and request that you do the following before or during your appointment:

- Use the hand sanitiser in the reception area or
- Thoroughly wash your hands for 30 seconds with the antiseptic hand wash provided in the surgery
- Use the virucidal pre-rinse (Povidone or Hydrogen Peroxide mouthwash)
- Avoid use of the spittoon

We intend to eliminate waiting inside the practice and at reception. Accordingly, appointments will be staggered so that patients do not arrive or leave at the same time as other patients as far as we are able to manage.

We will be asking patients to avoid using our cloakroom wherever possible; but if you do use it please do your best to ensure that you leave the facilities as you would expect to find them and wash your hand thoroughly. The cloakroom will be regularly disinfected between patients.

Practice Procedures

We have spent time critically looking at every aspect of the practice with a view to removing all non-essential items that can potentially be the cause of infection.

You will find that the practice looks and feels different when you attend.

We regret that during this interim period, we will not be offering you a cup of tea and coffee in the interests of reducing all opportunities for cross infection to a minimum.

All clinical and common areas including door handles and surfaces will be cleaned regularly.

Dental Procedures

All staff will be using personal protective equipment in line with current recommendations and evidence.

We will look very different; whilst our masks may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!

We apologise in advance for the necessary reduction in social interaction that this will necessitate.

We are especially mindful that many dental treatments are aerosol-generating procedures (AGP's).

It is difficult for us to carry out some dental procedures without generation of some level of aerosol.

Dental Procedures

Aerosol suspended in the air is a theoretical source of infection which we obviously wish to keep to a minimum. Currently the dental literature suggests:

- Our use of our normal high-volume suction reduces aerosol production by over 90%.
- The use of dental rubber dam where possible reduces bio aerosols by a further 30 to 90%
- Our regular surgical facemasks filter approximately 60% of remaining airborne particles.
- FFP2 and FFP3 masks filter 94% and 99% respectively of airborne particles in both directions (patient to clinician and clinician to patient).

We therefore feel that our normal dental procedures can be carried out with minimal risk by the use of high-volume suction, rubber dam, surgical/FFP2 /FFP3 masks as appropriate.

Despite the financial impact of the coronavirus, we hope not to increase our normal fees unless absolutely necessary. However, we will now have a ‘PPE fee’ of £45 to added to every appointment as whilst we can cover the majority of the cost of additional PPE and time taken to prepare for each patient, we have to pass on a proportion of this, and the time taken to carry out treatment sessions may need to be extended which will be included into the fees for your procedure.

Fees

Despite the financial impact of the coronavirus, we hope not to increase our normal fees unless absolutely necessary. We will notify you if we do make any such fee increases in advance.

However, we will now have a 'Covid Safety PPE tariff' of £45 added to every appointment attended; whilst we can cover the majority of the cost of additional PPE, equipment and time taken to prepare for each patient, we have to pass on a proportion of this to you.

The time taken to carry out treatment sessions may need to be extended which will be included into the fees for your procedure.

We thank you for your understanding with this.

A Quick Summary

You will only be attending in the knowledge that you are free from coronavirus infection.

We are confident that we are able to provide dental care for you in as normal an environment as possible, while bearing in mind our responsibilities to mitigate risks of infection spread as far as is practically possible.

This policy will be constantly reviewed and updated as necessitated by circumstances over time.

If you have any questions regarding this guidance or about your dental care at Sorriso Dentistry please do not hesitate to contact us on hello@sorrisodental.co.uk or call us 01494 412442

We are pleased to welcome you back to smile with us:)