Sorriso Dentistry

Post Covid-19 Policy

Information for patients

September 2020

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This policy is an update, based on multiple updated sources from within the dental and medical professions and the government.

It outlines modifications to our normal procedures to ensure patient and staff safety; we are employing these until further notice whilst UK alert levels remain high for the COVID-19 pandemic.

The worldwide COVID-19 pandemic is continually 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 for your understanding and cooperation whilst we have implemented these 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 Your Appointment

We are contacting you and confirming appointments ahead of their scheduled time

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

These forms 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 continue to comply with our updated procedures to reduce the risk of cross infection in both directions.

Before Attending the Practice

We 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 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.

If we feel that you are at risk of having been infected, even if you are asymptomatic, we are respectfully requesting 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 are recommending that patients in the high-risk groups for developing complications from coronavirus delay non-essential dental treatment until the trend of the pandemic becomes clear and alert levels drop.

If you are in a high risk group and do require treatment we are scheduling your appointment at the beginning of the day.

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

We are asking 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 have adopted a ‘one way system’, and after your appointment, are escorting 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 operate a contactless payment system (or payments may be made via BACS) wherever possible to reduce the requirement for unnecessary contact or use of pin entries on card terminals at reception.

Arriving at the practice

When you attend the practice, you are welcomed to the front door, where we 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.

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

Please bring minimal belongings with you!

Arriving at the practice

We 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 surgery.
- Use the virucidal pre-rinse (Hydrogen Peroxide mouthwash)
- Avoid use of the spittoon

We have eliminated waiting inside the practice and at reception. Accordingly, appointments are being staggered to reduce the number of patients arriving or leaving at the same time as other patients, as far as we are able to manage.

We ask 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 continue to critically evaluate 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 are not 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 are being cleaned after every patient.

Dental Procedures

All staff are using enhanced personal protective equipment in line with current recommendations and evidence.

We 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 is necessitating.

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.

PPE Fee

For the time being we have removed our PPE fee. We may need to reinstate this if our requirements change. We will inform you of any changes made to 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 is 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:)