

Firstly, thank you for your patience and understanding during COVID-19.

On the 13th July 2020 the Scottish Government has allowed all dental and orthodontic practices to open for face to face patient consultations in need of routine care (only for procedures that can be provided using non-aerosol generating procedures). But we are still limited with what we can provide due to the strict social distancing requirements for patients and staff and the additional Covid-19 related risk assessments and restrictions, plus additional PPE. **This means that all pre-scheduled routine appointments have been cancelled.**

Please avoid contacting the practice unnecessarily as we will contact all patients over time following the priority of clinical needs of patients and the limited appointments we can offer. However if you are in pain or are concerned please do contact the practice directly via telephone. Please do bear with us as we are having to prioritise the few appointments that we are able to offer, and your continued patience is required.

Symptoms

At present we are only able to **see low risk symptom free patients for face to face appointments.**

We will ask you both prior to your appointment and on arrival at the practice if you or anyone you live with has any COVID-19 symptoms.

- A new continuous cough
- High temperature (37.8°C or over)
- If anyone in your household has a new, continuous cough or a high temperature
- If you or anyone in your household has tested positive for coronavirus and are still in the self/household isolation period
- Have experienced a change or loss of taste or smell

If so we will ask you to defer your appointment if possible. If emergency treatment is required we will refer you to the local urgent dental care centre.

Whilst many things have changed, we want to reassure you that we remain committed to the safety of our staff and patients.

Therefore, we are screening staff and patients before allowing them to attend the practice.

Please let us know if you have any COVID-19 symptoms within 14 days of your appointment.

Health Board Guidance

We have always maintained the highest standards of infection control. We would like to inform you of changes we need to implement to reduce the risk to you, your families and to our staff.

We ask that only patients with booked appointments come to the practice. This is to maintain social distancing.

Patients attending the practice should do so alone, unless an accompanying person is essential. Also if possible, we ask if the patient can come alone into the practice and surgery, where their parent or guardian can wait in the car outside. Please can we ask that no siblings or additional people enter the practice. We are happy if the patient wishes to have their parent/guardian on Facetime/WhatsApp by phone the whole time in order to hear and ask questions. The patient's phone can be put in a clear plastic lab bag. Please can patients not bring additional bags into the practice.

Timing

Please where possible can all patients come to the front door of the practice on time i.e. not early or late as the door will be locked until our nurse comes to the door to let the patient in for their appointment time.

Our Escorting Nurse

We have an escorting nurse so the patient does not need to open doors. The nurse will be wearing a mask and will check the patients COVID-19 screening status again. Then they will take the patient to an alcohol hand rub station to use some hand sanitiser prior to being taken into the surgery. The patient will then be seen by the practitioner and nurse, who will be wearing visor, mask, gloves and apron. After the appointment has been completed the nurse will escort the patient to an alcohol hand rub station, where they can perform hand hygiene prior to exiting the building.

Any further questions, please do ask.

Retainers

If the patient is attending for a lost retainer please can they pay for the retainer over the phone prior to the appointment. Cash can't be accepted at this time.

Toilet Facilities

Please understand that there will be restricted toilet facilities open to the public during this time in the practice.

Finally...

Please be reassured that we have completed a full risk assessment that has been checked by our local Health Board. Please be assured that we are working hard to ensure the safe working environment for patients and staff.

We will continue to update our Facebook page and website when we get any further information.

Thank you again for your continued patience and understanding at this very difficult time for us all.

Please stay safe,

The Infinity Smiles Team