

UPDATE

What we are doing in response to Coronavirus (Covid-19)



LOTUS CLINIC



Dear Patient

We hope that you and your family are healthy and well. Our community has seen a lot of changes recently, but we all are looking forward to resuming a sense of normality. Of all the changes that have ensued, one thing remains certain: our commitment to your health and safety.

The Lotus Clinic has always made infection control a top priority. Our team tailors each patient experience so that your dental care is both safe and comfortable. We want to make you aware of the infection control changes that we are making in our practice that will keep our team, and you safe.

Our practice is in compliance with the current dental guidelines surrounding Coronavirus.

Here are the changes you can expect to see as we navigate through a COVID-19 world. These changes were made with the safety of you and our staff in mind, so that you can feel confident when coming to see your dentist. A virus does not stand a chance at our clinic as we have put the following changes in place- which you will notice at your next appointment:

- Prior to your appointment we will send you some digital forms to complete via email so that reception can remain hands-free. The same questions will be asked again when you arrive at our office and on arrival your temperature will be taken. All staff will be screened daily in the same manner.
- Appointments will be scheduled in a manner that allows us to maintain social distancing standards throughout the practice. This means that there will be fewer options when scheduling your appointment. Please be mindful of our cancellation policy. Our reception team will contact you for a deposit prior to ALL appointments. If you need to reschedule please do so at least 48hrs prior to your appointment time.
- Please bring a face mask or face covering with you to your appointment. We ask that you try to avoid bringing excess belongings with you, and leave them in the car if you have one. Please also use the bathroom before heading to us so that we can minimise the use of our shared toilet.
- Until further notice, please call our practice when you arrive at our office, and please remain in your vehicle until we notify you that you can



enter for your appointment.

- We have placed multiple air purifiers around the building which work continuously to clean the air of any potential air-borne virus particles. (see photo to right)



- During procedures we have a new “Vac-station’ machine which removes the aerosol droplets caused by the dentist drill. (See photo to left). You can see the Vac-station in action here: https://youtu.be/Q4_-K7zhVig
- We will ask that you use hand sanitizer that we provide when you enter the practice. At the conclusion of your appointment, we will request that you sanitize your hands again before entering our business area.

- We now have allocated time slots between patients where our staff will carry out extensive sterilisation procedures including using our anti-viral ‘fogger’ machine to eliminate airborne bacteria and viruses. (Check it out below!)
- Check-outs will now be hands-free so please bring a contactless payment option, preferably apple pay. If you don't have this available we can take card payments but no cash or cheques.



- Before beginning your appointment, you will be asked to rinse your mouth with a pre-rinse (HOC) that we provide for you. This rinse will cleanse surface microbial and is completely safe.
- All magazines, leaflets, and such have been removed from our waiting room because these items cannot be disinfected thoroughly and we also cannot offer drinks at this time.
- We ask that only the patient being treated enter the practice. Please make arrangements for childcare, as children that aren't being treated are not permitted to enter. If you need assistance walking to the building, the person with you may walk you to the front door, and then one of our trusted team members will help you from there.
- To reduce contact between patients and staff, if

you have booked in for a check-up as well as a hygiene, these may both be done by the same practitioner in one go. However we can assure you that there will be no sacrifice on the quality of these services.

- Please book ONLY by phone and do not attend the clinic for any reason unless you have an appointment or it has been arranged by a member of our team.
- For a number of reasons including longer chair time, increased equipment and PPE costs and other protective measures, we have been forced to increase our general prices accordingly. We will update you with our new prices shortly, if you have any questions about the cost of your treatment in the meanwhile you can contact us using the below details. Please note any treatment plans or quotes which have been given already will NOT change.

We look forward to seeing your smile again. Should you have any questions about our new processes or need to schedule an appointment, please contact our practice at info@lotusclinic.co.uk or call reception on 02082018080

We express much gratitude to you for being our patient. We value your trust and loyalty, and we look forward to seeing you soon!

Sincerely,

Lotus Clinic