

## COVID 19 Response Temporary Instructions for Attending Orthodontic Appointments

We would be grateful if you could read the following instructions prior to attending your forthcoming appointments with us during this phase of response to the COVID 19 Pandemic. We follow recommendations and guidelines made by Public Health England and our UK Regulatory Bodies. While we appreciate inconvenience and delays are a likely consequence, we would be grateful for your understanding and cooperation as it allows us to reopen at this time and ensure compliance and safety for our patients and their family members. We ask that you please be patient and understand that we will do our best to accommodate any individual needs as we know many of you are anxious to get back into our office.

1. Appointments will be made by telephone and confirmed by text message to those nominated as being Responsible for patients
2. Upon arrival for your appointment we would ask that you remain in your car or close by the practice and that you do not enter the practice until called by our Reception Team and invited to do so.
3. If a patient is under 16 and with a parent or carer then we would ask that the chaperone not be in the “vulnerable” category with regards to COVID 19 advice. We would ask all Chaperones to wear face cover if possible and all entering the practice to sanitise their hands at the station provided in Reception. We would be grateful if patients and chaperones can enter the building without bags etc.
4. Confirmation of ‘no fever’ will be undertaken using a digital non contact thermometer while you visit reception. We will run through a brief self declaration list.
5. You will then be directed to the surgery for your appointment.
6. During your appointment clinicians and nurses will be wearing suitable PPE which strictly follows Public Health England Guidelines to ensure both their own but also your safety.
7. We will ask patients to rinse with a suitable mouth wash before they lie back in the dental chair.
8. Following your appointment we would ask that you leave the building and do not stop at reception. Our team will call you after you have left to make the next appointment.
9. We would ask that you do all which you can to ensure “social distancing” is maintained during your visit.

While we appreciate that these temporary measures might raise concern for some of our patients and indeed be viewed as a departure from our usual friendly and open approach to all of our patients, we wish to reassure everyone that we remain both friendly and approachable underneath our gear, but we must work in this different way for now and while we all work together to manage your care in the safest possible way. We wish for our patients to feel safe at all times and return to our office with confidence.

Thank you in advance for your cooperation and efforts.