



## **COVID 19 Safety Policy**



DentalHouse

*We would like to thank all of our patients for their patience and continued support.*

This policy has been created based on multiple updated sources from within the dental and medical professions, the Government and worldwide research and evidence. It outlines modifications to our normal procedures that we now employ at the practice whilst COVID 19 remains in the community. In particular we will be following guidance from The Faculty of General Dental Practitioners (FGDP) released on 1 June 2020. This guidance is designed to be flexible and protocols will change as the National Alert Level reduces in future weeks.

It is not known at this time whether any of these procedures are temporary or whether some of them will become a permanent feature of the way dental practices must be run to ensure patient and staff safety in the future. DentalHouse is one of the few practices that has made a substantial investment in clean air technology which will provide 15 air changes per hour within the treatment rooms(1 air change every 4 minutes). Also we have invested in Hepa air filtration which can remove 99.98% of the 0.3µm particles. Incorporated into the filtration unit is UV technology which can destroy microorganisms to achieve sterilisation and disinfection. The overall effect will be to have a cleaner air environment by removal of virus and bacteria from the air.

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 are reassured by the worldwide research demonstrating that dental practices have NOT been a focus of Covid infection, in part, due to the excellent cross infection control they have always employed. Dental Practices have remained open in other countries throughout the pandemic and are now operating as previously with a few reasonable adjustments for social distancing and personal protection for staff and patients.

We are aware that some of our patients will have dental problems and will be wanting advice and treatment. In line with guidance from the CQC and GDC we are able to offer patients appointments following revised procedures.

We will continue to respect social distancing and will therefore be prioritising patients who have been managing pain or dental problems.

With the added safety procedures we have employed we are able to see fewer patients daily. However as time goes forward and there is a further relaxation of social distancing rules we will return to pre covid-19 levels of appointment availability.

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

**Please DO NOT attend the Practice to arrange an appointment – appointments must be made by Telephone – this is to respect social distancing and reduce patient contact at Reception.**

Thank you for your support



## **Current Working Pattern**

The practice is now fully reopened and seeing all patients. All patients should call the reception team on 01733 381241 to book an appointment.

Your next visit will be slightly different with all the newly safety procedures. Please rest assured these are for everyone's safety.

In order to comply with FGDP guidance we may still need to defer some restorative and hygiene visits depending on how we can manage requirements to clean the surgery between patients. As the National Alert level falls, especially when it reaches level 2, we will be able to provide far more such treatments until then, we will do what we can when we can and we are sorry if treatment is delayed a little longer than any of us would wish.

### **Patient communication before attending and appointment.**

We will be contacting patients and confirming appointments ahead of their scheduled time so we can assess your level of risk for coronavirus infection before you attend the practice. We will need you to fill out an up-to-date medical history along with a consent form which will be sent to you via email.



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## **New Measures To Reduce The Risk of Covid-19**

### **Transmission**

Our normal cross-infection control protocols at DentalHouse which protect against all previously known pathogens, are already woven into all clinical activity carried out at the practice.

It should be remembered 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 team.

Please be assured that all of our clinical team will also be complying with our updated procedures to reduce the risk of cross infection in both directions – something we have always done.



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## **Before Attending The Practice**

We will carry out a pre-attendance assessment at least one day before your appointment to assess relative coronavirus infection risk. Your dentist may also contact you to assess your dental problem prior to your visit.

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

DentalHouse will be operating contactless payment systems wherever possible. This reduces the requirement for unnecessary contact or use of pin entries on card terminals at reception.

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

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



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## Arriving at The Practice

**We will only see patients who have pre-booked an appointment. Please do NOT attend the practice to arrange an appointment.**

When you attend the practice, we will welcome you and MAY take your temperature with a non contact thermometer.

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

## Practice Procedures

The DentalHouse team 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 may appear to be quite bare when you attend. All clinical and common areas including door handles and surfaces will be regularly disinfected in addition to our normal surface cleaning protocols between patients.

DentalHouse will be providing a short break period between patients to allow additional time for additional decontamination procedures, allow for any treatment overruns and allow preparation time for the next patients so that they do not need to wait in the reception area. Different procedures require different break times which is why some procedures are more restricted than others.



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## **Dental Procedures**

The practice team will be using personal protective equipment in line with current recommendations and evidence.

We apologise in advance for the necessary reduction in social interaction. Whilst our masks may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!

We are especially mindful that many dental treatments generate a degree of aerosol. This has always been the case and is one of the reasons why we wear masks. We are using a higher standard of mask and a visor which when coupled with the high- volume suction minimises our exposure to aerosol. Our normal dental procedures can be carried out with minimal risk.

After each patient, along with standard sterilisation of the room and equipment, we will also purify the air to ensure we are operating at the highest levels of sterilisation.



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The vast majority of our patients are otherwise healthy without coronavirus infection and we are confident that we are able to provide dental care for these patients in as normal an environment as possible, while bearing in mind our responsibilities, to reduce risk of infection spread as far as is practically possible in line with Government Policy on social distancing and reducing face to face contact.

This policy will be constantly reviewed and updated as required by circumstances overtime.

If you have any questions regarding this policy or about your dental care at DentalHouse please do not hesitate to contact us on [hello@dentalhouse.uk](mailto:hello@dentalhouse.uk)

With Kind Regards,

The DentalHouse Team