



**Post-COVID-19
Re-opening
Patient Pack**

Firstly we would like to thank you all for your understanding and patience during the time of temporary closure and cooperation whilst we implement new measures at the practice. Eynsham Dental Care look forward to providing dental care to all our patients in the safest possible environment. We significantly value your help with any new or adjusted ways of working at the practice.



This policy has been made dependent on various refreshed sources from inside the dental and medical profession and government literature. It illustrates changes to our normal procedures that we expect to implement initially temporarily but may become permanent in the way dental practices run to ensure patient and staff wellbeing and safety. The policy will be reviewed regularly in line with progression of the Covid-19 Pandemic and will be updated accordingly.

Please do take time to read our policy as it explains some significant changes.

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Safety First



At Eynsham Dental Care thorough cross infection control is already woven into all clinical activity in our 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 staff.

A Strong and Confident Position

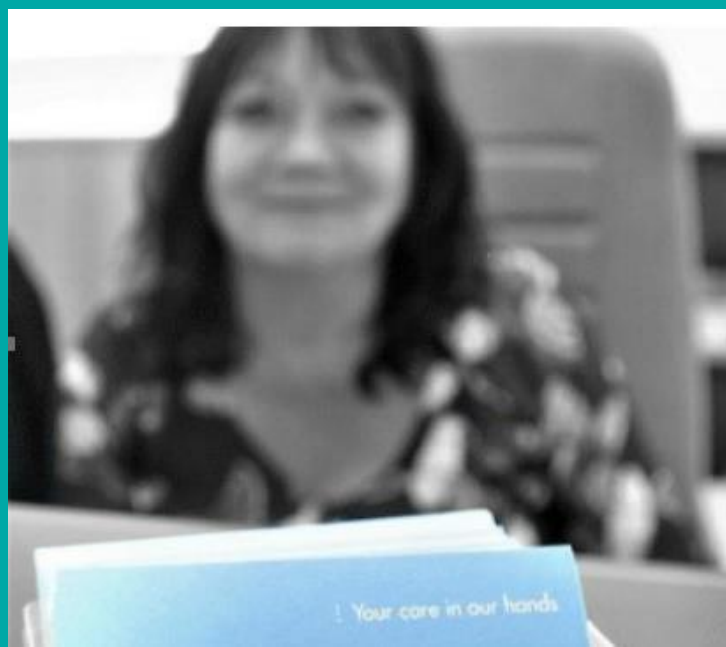
What we have in place as routine

- It is our routine to disinfect clinical surfaces and sterilize equipment between every patient. This and a myriad of other cross infection measures are second nature to us.
- We have a highly trained, conscientious and experienced team who are experts at cross infection control. Regular audits demonstrate exemplary compliance in protecting patients.
- We are privileged to have a large site and on-site parking to aid social distancing.
- As a private practice, we already do a lot of the procedures now advised to protect patients such as use of rubber dam, high volume suction, a preference for direct restoration of teeth over indirect techniques such as crowns which involve more drilling, greater time for appointments to facilitate cross infection measures and limited patient numbers per day.

Additional Practice procedures

This is a summary of some of the extra safety precautions and social distancing measures we have implemented. Evaluation of all updated guidance in the UK and abroad informs our policy.

- All clinical and common areas including door handles and bannisters will be regularly disinfected in addition to our normal surface and instrument cleaning protocols between patients.
- Use of hand sanitizer on entry is mandatory.
- All patients and staff will be screened to ensure they have no symptoms of disease before attending.
- Measures to limit number of patients in reception and waiting areas.
- We will aim to use email and online communications to reduce your time at reception and aid social distancing in the practice.
- Extra time is allocated after treatments for deep cleaning.
- Our appointment scheduling may need to change to accommodate an altered routine.



Welcoming Back Patients

Our team at Eynsham Dental Care are eager to welcome back patients and are preparing for a phased re-opening in a safe manner and in accordance with government and dental guidelines. As a private practice and having adjusted our opening hours, we aim to be able to see all our patients as needed with minimal delay.

We will be prioritizing in the following order:

- *Patients who have contacted us during lockdown with outstanding immediate needs and urgent problems.*
- *Patients with treatment is incomplete and postponed examinations and hygienist appointments.*
- *Patients who require routine examinations and hygienist appointments .*

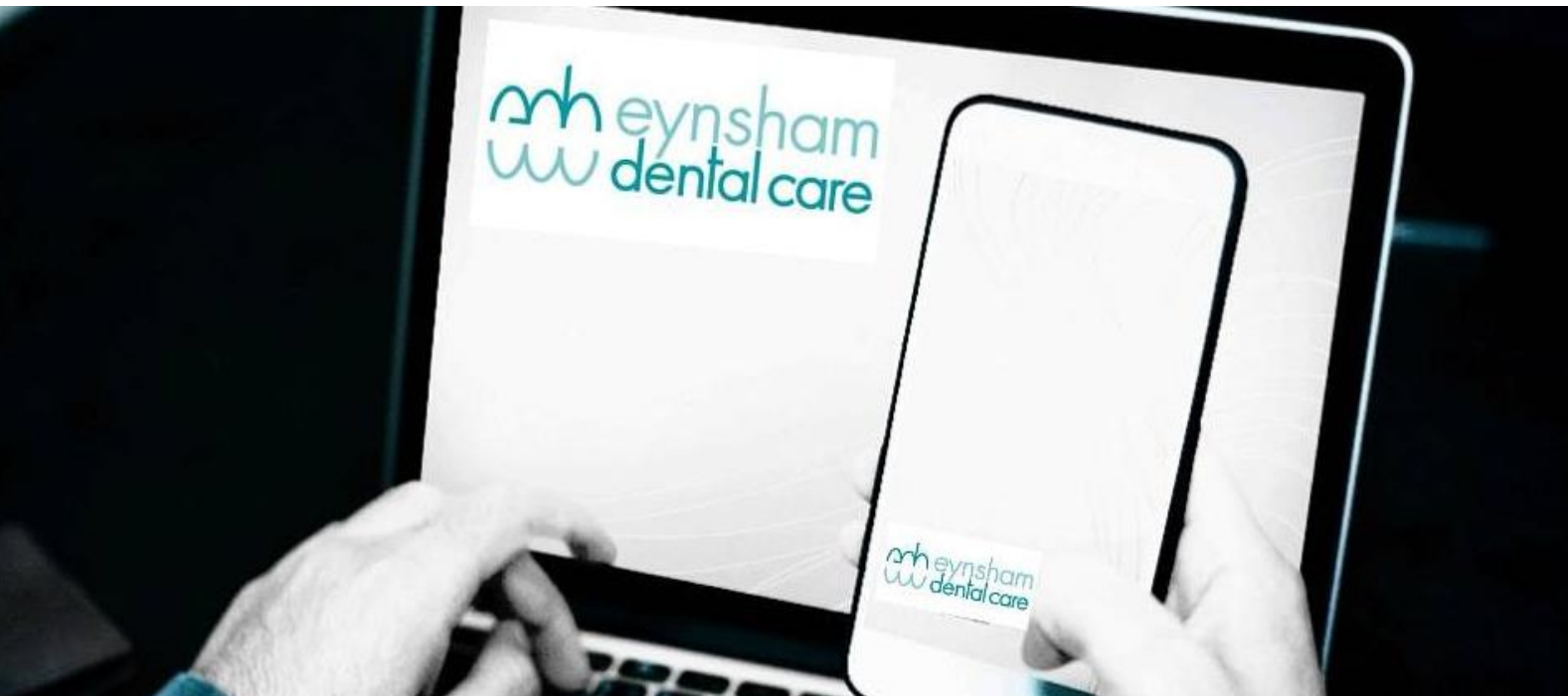
We have temporarily suspended online booking to facilitate this.

We be in touch and do our best to see patients who have been waiting as quickly as possible.

Our reception team will be back to normal as soon as possible. We are sorry if our telephones are busy initially and appreciate your patience. As always please email or leave a message and we will get back to you as quickly as we can.

Please do not attend without an appointment.

Appointments must be arranged by telephone.



Before Attending the Practice

- You will receive a link with your email and text reminder for you to complete your medical form online. In order to facilitate social distancing and minimize your time at reception we will require this and all pre appointment paperwork to be completed online prior to your appointment. If you have any difficulties we can help you over the phone.
- Our team will call to remind you of your appointment 24 hours before as usual.
- We will carry out a pre-attendance screening questionnaire to assess your coronavirus infection risk. Please read the attached COVID screening questionnaire. If you answer yes to any questions or 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.
- If you have an emergency our team will ask a number of questions to help arrange your care.

Vulnerable Patients

We would recommend that patients in the high-risk groups for developing complications from coronavirus, if you are shielding, delay non-essential dental treatment for as long as possible until the trend of the pandemic becomes clear.

If necessary we can assess any problems remotely over the phone or with video calling and photos. If appropriate we can supply medications such as mouthwashes or antibiotics.

If you are in a high risk group and do require treatment we will schedule your appointment at the beginning of the day ideally to limit your potential exposure to other patients and aerosols.

You will be asked to wait in your car. Please ensure we know your mobile telephone number and car registration. A member of our team, wearing a mask, will escort you directly to the surgery. Further appointments and payment can be arranged over the phone.



Arriving at the Practice

- **By Car:** Please wait in your car in we will text you to invite you to enter.
- **By foot or bicycle:** Please arrive 5 minutes before your appointment
- To ensure social distancing within the practice, only the patient (with the exception of those attending with a carer) will be allowed to enter the building. For families we request one adult per child.
- We intend to eliminate waiting inside the practice and at reception. Accordingly, appointments will be staggered to limit patients arriving and leaving at the same time as other patients as far as possible.
- Please ensure you bring your mobile phone so we can inform you of any unexpected delays if you are waiting in your car.
- Please limit personal belongings that are brought into the practice and, if possible, leave coats etc. in the car.
- **It is essential that you use the alcohol hand sanitizer for 30 seconds at the front door before entering.**
- **Patients are invited to wear a face covering.**
- Please indicate to reception that you have arrived and proceed to the waiting rooms or surgery as directed.
- You may be asked to have a contactless reading of your temperature however evidence shows no benefit in doing this routinely.
- We respectfully ask our patients to be mindful of social distancing and the 2 meter rule if passing other patients.
- The restrooms should be used only by request to allow for disinfection between patients.



In surgery

- You will be escorted into the surgery by a member of our team.
- You will be aware that we wear our masks more in the surgery when talking to you and will not shake hands. We do not wish to appear rude, rest assured, it is still the friendly us!

The use of a drill and some other procedures in dentistry create an aerosol. This is a theoretical source of infection which we have reviewed scientifically and take measures to minimize.

- Our routine use of high power suction reduces aerosol production by over 90%.
- Use of a rubber dam, further significantly reduces aerosol. We are experienced in its use.
- Good ventilation is essential and facilitated with our large windows and airy surgeries.
- For procedures that use a drill, your dental nurse and dentist will be wearing surgical gowns, vizors and a different mask to what you are accustomed to.
- We will perform deep cleaning after treatments.

(This may influence our appointment bookings system and the timings we can offer, end of session appointments will be prioritized for treatment.)

- We may ask you to use a disinfectant (Hydrogen Peroxide) mouthwash before some dental treatments are provided. Please inform us if you have any known allergies.

After your appointment

- We are aiming to reduce time at the reception desk.
- We will be using digital statements and treatment plans rather than paper versions.
- Payment can be taken reception where we have installed a screen. We also now accept payment by Apple Pay, over the phone or BACS.
- If required, we will ring you to schedule further appointments.

The vast majority of our patients are otherwise healthy without coronavirus infection and we are confident that we are able to provide normal dental care for these patients 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.



During lockdown we have lobbied to be able to care for our patients' emergency needs rather than the imposed NHS emergency hub system. It has been a very sad and frustrating time for the team not to have been able to provide face to face care for our loyal patients over the past couple of months. We did our best to provide advice and support by phone, video-calling, email and delivery of antibiotics where required. If you have had need to contact us, we will be prioritizing your care as we reopen.

Thankyou to our hygienist Liz who has been calling patients to touch-base, provide oral hygiene advice and supply oral hygiene products.

We are very grateful for our supportive and understanding patients. We have confidence you will support us in the procedures outlined in this policy.

Please be reassured that we will be getting everyone back in as soon as possible and once again thank you for your patience.

If you have any questions regarding this policy or about your dental care at do not hesitate to contact us info@eynshamdentalcare.com or 01865 880047

Robert Hughes, Cathy McClelland, Kieran Ings & Team



COVID Screening Questionnaire

For the Protection of our staff and other patients, it is imperative that you do not enter the practice and postpone any appointments for a month if you answer yes to any of the following:

Do you have a new, continuous cough?

Do you have a high temperature (37.8C or over)?

Does anyone in your household have a new, continuous cough or a high temperature?

If you or anyone in your household has tested positive for coronavirus, are you still in the self/household isolation period?

Have you experience anosmia (a loss of or change in your normal sense of smell or taste).

Please contact the surgery by telephone or email if your situation changes.