



AUGUSTUS ROAD
DENTAL PRACTICE

Augustus Road Dental Practice

REOPENING POLICY



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Reopening Policy

This policy has been created based on multiple updated sources from within the dental and medical professions and the government.

It outlines modifications to our normal procedures that we intend to employ once the practice can be reopened after the COVID-19 pandemic peak has subsided.

To ensure patient and staff safety these procedures maybe temporary however it is unknown whether they will become a permanent feature for dental practices.

The worldwide COVID-19 pandemic is still being evaluated and studied with policies and recommendations likely to change in line with new scientific evidence.

We would like to thank all of our patients for their patience and forbearance during the period of temporary practice closure and for their understanding and cooperation whilst we implement new measures at the practice.

Augustus Road Dental Practice 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.



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Provisional Plan

The practice will re-open for patients who require essential dental treatment on 10th June 2020.

This will be extended to other patient groups as the lockdown restrictions are eased further.



Augustus Road Dental Practice will prepare the practice for reopening and we will initially be seeing:

Patients with emergency problems or other dental problems that require urgent assessment and treatment;

When the lockdown restrictions are further lifted we will be able to see:

- ✚ Patients with treatment that was not completed prior to the lockdown;
- ✚ Patients who were due for routine examinations and hygienist visits during the period of closure;
- ✚ Patients who request facial aesthetics; Intra-Vita nutrition; Dental implant and orthodontic reviews.



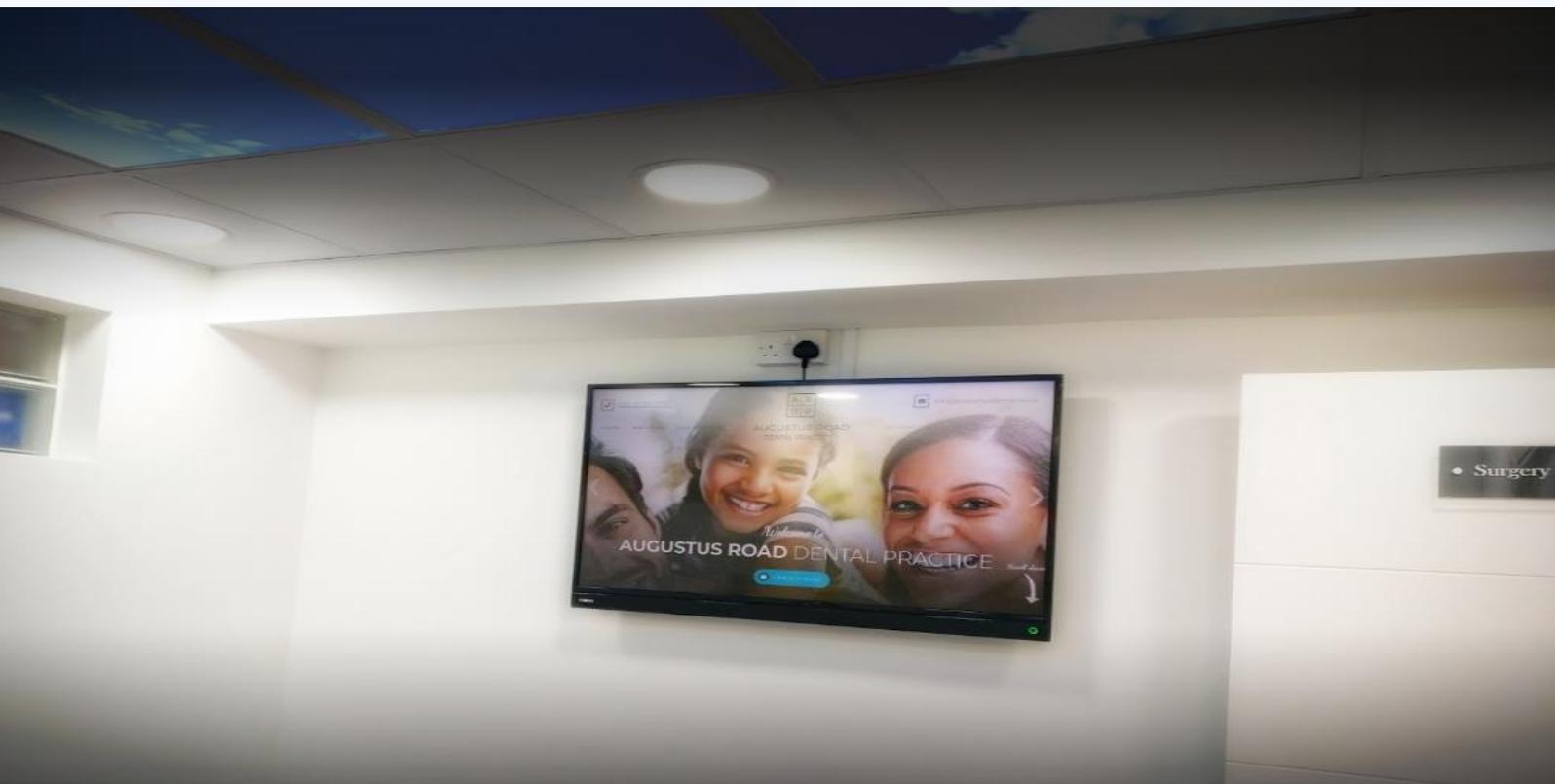
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Patient communication before reopening

We will be contacting patients and confirming appointments ahead of their scheduled time.

We will request that all patients who are attending Augustus Road Dental Practice to update their standard medical and dental history forms beforehand. These forms will now be in electronic format and we will no longer be using paper forms.

The assessment forms include a new section which will allow us to assess your level of risk for coronavirus infection before you attend the surgery.





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New Measures to reduce the spread

Our normal cross-infection control protocols at Augustus Road Dental Practice 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 staff.

We have collectively evaluated all of the updated guidance and observed what measures have been put in place in other countries. We feel that the measures which are outlined in this policy will reduce risk to the minimum level at the practice.



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Before Attending the Practice

When you call to make an appointment our trained staff will triage over phone to assess the urgency of the treatment. They will then proceed to pre screening for any risk of transmission. We will via email require a completed Medical History and Pre Assessment form before your appointment to be completed. Our staff will contact you to remind you of this if we have not received your completed forms. If you have any difficulties with completing the forms we can help you with this over the phone. A dentist may also carry out a video consultation with you to assess your dental problem prior to your visit so that a treatment plan and cost estimate can be sent to you (please note this service is only available to private registered patient on request)

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. If we do not receive the completed questionnaire in time and we are unable to contact you, we may need to cancel your appointment. You may be charged for the appointment as a short notice cancellation as per our normal terms and conditions.

We recommend that patients in the high-risk groups for developing complications from coronavirus to delay non-essential dental treatment for as long as possible until the trend of the pandemic becomes clear. If you are in a high risk group and do require treatment we will schedule your appointment at the beginning of the day. To find out whether you are in a high or very high-risk group please see the link here.

Augustus Road Dental Practice will be operating contactless payment systems going forwards, and we will request if possible that payment is over the phone prior to your appointment before attending. If you do not have a means of making contactless payment at the time of your visit we may accept cash however are unable to give any change. Instead your dental account will be in credit. This reduces the requirement for unnecessary contact.



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When travelling to the practice, we would recommend that you limit close contact with other members of the public as far as possible. As advised by Public Health England you should have a mask or face covering when in public. (We will not be able to provide you one). We will meet all patients outside the building and bring them straight into the surgery. One adult is able to attend with a child; 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

The front door will remain locked, and you will be let in around the time of your appointment. We kindly request to call or knock gently to let us know you have arrived. Also please limit what you bring into the building and only what is needed for your dental appointment.

We will take your temperature with a no-touch thermometer. If your temperature is above 37.8°C, you will be unable to enter the practice and will be asked to return home and self-isolate as per current government guidelines.

We intend to eliminate waiting inside the practice and at reception. Accordingly, appointments will be staggered so that patients do not arrive or leave at the same time as other patients as far as we are able to manage. The restrooms will have limited access.

If you are well, we will direct you straight to the surgery and request that you do the following before or after your appointment:

- ✚ Use the hand sanitizer in the reception area or in the surgery
- ✚ We may ask you to use a safe Hypochlorite mouthwash before some dental treatments are provided
- ✚ Rubber dam or other barrier mechanisms will be used for more procedures than previously





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Practice Procedures

Augustus Road Dental Practice 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 with new markings to assist with social distancing rules.

All clinical and common areas including door handles and surfaces will be regularly disinfected in addition to our normal surface cleaning protocols between patients.

Augustus Road Dental Practice will be providing a buffer period between patients to allow additional time for additional decontamination procedures, allow for any treatment overruns and allow preparation time for the next patient so that they do not need to wait in the reception area.





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Dental Procedures



All dental staff will be using personal protective equipment in line with current recommendations and evidence. We have designed our own bespoke PPE which look less daunting.

We apologise in advance for the necessary reduction in social interaction that this will necessitate. 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 are aerosol-generating procedures (AGP's). It is difficult for us to carry out some dental procedures without generation of some level of aerosol. Aerosol suspended in the air is a theoretical source of infection which we obviously wish to keep to a minimum. Currently the dental literature suggests:

- ✚ Our use of our normal high-volume suction reduces aerosol production by over 90%.
- ✚ The use of dental rubber dam where possible reduces bio aerosols by a further 30 to 90%. Our regular surgical facemasks filter approximately 60% of remaining airborne particles.
- ✚ FFP3 masks filter 99% respectively of airborne particles in both directions.
- ✚ Investment into Medical-grade Hepa filters with UVC to assist with reduction of particles



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We therefore feel that our normal dental procedures can be carried out with minimal risk and in aerosol generating procedures an option will be given to see local Urgent Dental Center (following NHS England London advice) or with us with the use Filters, FFP3 masks and full gowns.

Despite the financial impact of the coronavirus, Augustus Road Dental Practice will not be increasing its normal fees unless absolutely necessary. However, the time taken to carry out treatment sessions may need to be extended which will be included into the fees for your procedure.

The majority of our patients are 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 mitigate risks of infection spread.

This policy will be constantly reviewed and updated as necessitated by circumstances over time.

If you have any questions regarding this policy or about your dental care at Augustus Road Dental Practice Dental Centre please do not hesitate to contact

***With Kind Regards,
Augustus Road Dental Practice***