

PRACTICE UPDATE – JUNE 2020

Advice for Patients

The whole team at Ipswich Orthodontic Centre are working hard to ensure that your visit will be a pleasant, effective, and most importantly a safe experience. We are currently in the process of a phased reopening and we will be calling our patients who have had issues first. Please be advised that due to social distancing requirements and current aerosol generating procedure regulations we will be running fewer surgeries so please bear with us at this time.

If you have an orthodontic emergency whilst you are waiting for us to contact you to reschedule your appointment please call us. In the event we are unable to assist you at this time due to current surgery restrictions or if it is outside surgery hours and NHS 111 is not able to assist please click here: <https://www.bos.org.uk/News-and-Events/COVID19-BOS-Advice/Patients-Advice/Patients-Information-Videos> for information from the British Orthodontic Society (BOS). They have created useful information videos that can assist you in dealing with typical orthodontic issues and emergencies.

The procedures and protocols that were routinely part of safe delivery of dental care are already well developed and practiced at Ipswich Orthodontic Centre. With the COVID-19 pandemic, we have upgraded these routines to ensure that we are offering you the latest in safe dental environments. The risk of virus particle contamination is managed carefully in all areas of the building and surgeries.

If you are unwell for any reason it is better to not come to the Practice. If you suspect you have symptoms of COVID-19 please stay at home and follow NHS guidance.

How we will look after you before, during and after your visit:

Before Your Appointment:

- Our reception team will call you to complete as much of the necessary administration as possible before your visit and complete a Covid-19 Medical Screening and if required a Medical History status. Please advise us if there have been changes to your Medical History, Contact Details or Home Address since your last visit.

Preparation At Home:

In order to reduce time spent in the Practice we kindly ask you to:

- **Clean your teeth at home** as it will not be possible for you to do so at Ipswich Orthodontic Centre.
- We kindly request that you **do not use the toilet facilities in the practice** at present unless there is an urgent/medical need.
- Complete any paperwork at home and have it ready to hand to our Receptionist on arrival.

PRACTICE UPDATE – JUNE 2020

- **Do not bring anyone into the practice with you** if this can be avoided.
- **Do not bring any personal items into the Practice** that are not necessary.
- Order any oral health supplies from home via phone so that we can have them ready for you to collect after your appointment. Payment by card is preferable, where possible contactless. Payments can be taken over the phone. We have reduced our minimum spend on card to £5.00 during this time.

On Arrival:

- We will be operating a one way entry and exit system within the Practice to aid social distancing. Entering through the front entrance in Berners Street and exiting through the rear Car Park exit door.
- **On arrival in Berners Street**, pull into one of the off road disabled parking bays at the front of the practice or use the on street parking bays and **phone us on 01473 255399 to say you have arrived but please stay in your car.**
- If you do not have a vehicle to wait in phone us to say you have arrived and wait outside. On a bad weather day we will operate a socially distanced waiting room.
- One of our staff members will phone you to advise when to come to the Berners Street front door. We will take your temperature using a contactless thermometer. If you are feverish we will ask you to rebook your appointment for two weeks' time. Therefore ensure you arrive in a cool and calm fashion. Don't run, rush or cycle too fast to your appointment as your body temperature will be raised which could prevent you from being treated. Due to strict appointment times and social distancing rules **late arrivals will need to be rebooked.**
- If a family member drives you to the practice, **once you are in the Practice they must then drive around to our car park accessed via Dykes Street** and wait in the car; we will of course welcome carers who may need to accompany you but medical history screening will also apply to accompanying Carer.
- We will check to ensure no changes to COVID 19 medical assessment previously taken.
- If you are driving yourself to the Practice please park in our Car Park and walk around to the front of the Practice in Berners Street and call us to advise you have arrived.
- You will be given a hand sanitiser rub on entry and ask that you do not touch any surfaces whilst in the practice and maintain 2m social distance where possible.
- Many of us looking after you will also be wearing various levels of PPE but we are likely to be wearing a mask as we greet you. This is because we will be closer than 2m.

Your Appointment:

- We will invite you straight into the dental surgery that will have been prepared to provide a safe environment for you.
- Please do not touch any surfaces or your face/mouth whilst in the Practice.

PRACTICE UPDATE – JUNE 2020

- You will be given a tissue to hold throughout the appointment so you are prepared to catch any sneezes or coughs which will help keep the surgery environment clean.
- Windows will be open to aid air flow.
- We will provide you with a mouthwash to rinse with for 1 minute before starting treatment.
- Following treatment you will be asked to use hand sanitiser gel and escorted to the rear car park exit where you will leave the practice. We will phone you shortly after your appointment to rebook the next appointment. If you do not hear from us please call the practice in case your contact telephone has changed.

PLEASE NOTE THESE PROCEDURES MAY CHANGE AT SHORT NOTICE DEPENDING ON CURRENT REGULATIONS, GUIDANCE, STAFFING LEVELS AND COVID-19 RECOVERY PHASE OR FURTHER RESTRICTIONS

IF YOU HAVE ANY QUERIES PLEASE DO NOT HESITATE TO CONTACT US ON 01473 255399