



**SHAROE GREEN
DENTAL PRACTICE
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 adopt once the practice is reopened on the 8th June 2020.

It is not known at this time whether these procedures are temporary or whether they will become a permanent feature of the way dental practices must run to ensure patient and staff safety in the future.

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 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.

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.

All the team will take the coronavirus test prior to the practice opening and we will be using the government track & trace app when it becomes available.

Every morning all the team will have their temperature taken and recorded in our team meeting book.



RE-OPENING TIMETABLE

The practice will re-open on Monday 8th June 2020 for patients who require essential dental treatment.

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

The Sharoe Green Dental Practice team will prepare the practice for reopening, practising our updated procedures before patients return to the practice.

We will initially be seeing:

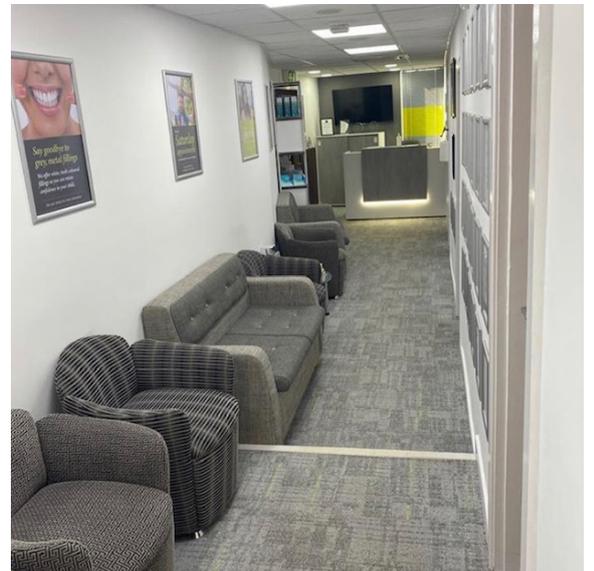
- Patients with emergency problems or other dental problems that require urgent assessment and treatment.
- Patients who are overdue their orthodontic attachments.
- Patients with treatment that was not completed prior to the lockdown.
- Practice Plan Patients who were due for routine examinations and hygienist visits during the period of closure.
- Non Plan members who were due for routine examinations and hygienist visits during the period of closure.

Patient communication before reopening

We will be contacting patients and confirming appointments.

We will request that all patients who are attending Sharoe Green Dental Practice update their standard medical and dental history forms beforehand. These forms will be sent in electronic format by text or email, this will help your appointment run smoothly. If you are unable to do this your clinician will update verbally at your appointment.

Please do not come to the practice without an appointment being confirmed.



New measures to reduce the risk of Covid-19 Transmission

At Sharoe Green Dental Practice we have very high standards of cross-infection control protocols. We have enhanced these protocols by installing the Radic8 401 virus killer air-purification system to all our surgeries.



The Radic8 401 system has a 99.99999%* kill rate in a single air exchange. It offers patients, and staff a safer indoor environment by neutralising all airborne pathogens through air sterilisation. <https://radic8.com/>

We have enhanced our level of Personal Protective Equipment in accordance with Public Health England and Infection Prevention Control.

Please be assured that all of our clinical staff will also be complying with our updated procedures to reduce the risk of cross infection in both directions.

We feel that the measures which are outlined in this policy will reduce risk to the minimum level at the practice.

It should also 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 dentist or their staff.

Before your appointment

The day before your appointment you will receive a telephone call to assess relative coronavirus infection risk. A dentist may also carry out a telephone/video consultation with you to assess your dental problem prior to your visit so that a treatment plan, information and cost estimate can be sent to you.



If we feel that you are at risk of possibly having the infection even if you are asymptomatic, we will respectfully request for you to delay booking any appointments with us for at least 14 days.

We recommend that patients in the high-risk groups for developing complications from coronavirus 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.



<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/>

When travelling to the practice, we would recommend that you limit close contact with other members of the public as far as possible. One adult is able to attend with a child or vulnerable adult. Please do not bring additional family members with you unless they are happy to wait in the car or outside the building.

ARRIVING AT THE PRACTICE

When you attend the practice, we will welcome you and check you in that you have arrived for your appointment. Please use the hand sanitiser in the reception area or thoroughly wash your hands for 30 seconds with the antiseptic hand wash provided in the patient restroom at reception.

We intend to eliminate waiting inside the practice and at reception. 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. If other patients are in the waiting room please adopt the 2metre distancing rule.

When using the restroom please do your best to ensure that you leave the facilities as you would expect to find them and wash your hands thoroughly. The restroom will be regularly disinfected between patients.

If you are well, we will direct you straight to the surgery.

Your temperature will be taken by the dental nurse using a hand held contactless thermometer and will be recorded in your dental notes. If your temperature is above 37.5 degrees centigrade you maybe asked to rebook your appointment.

During your appointment we may ask you to use a mouthwash before your Dentist or Dental Therapist starts your dental treatment. Other barrier mechanisms may be used for more procedures than previously - your dentist will explain this at your appointment.



PRACTICE PROCEDURES

Sharoe Green 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.

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

Sharoe Green 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.

Future appointments may be made by your clinician or in the office area and confirmed by email or telephone to limit your time spent at reception.

DENTAL PROCEDURES

All dental staff will be using personal protective equipment in line with current recommendations and evidence.

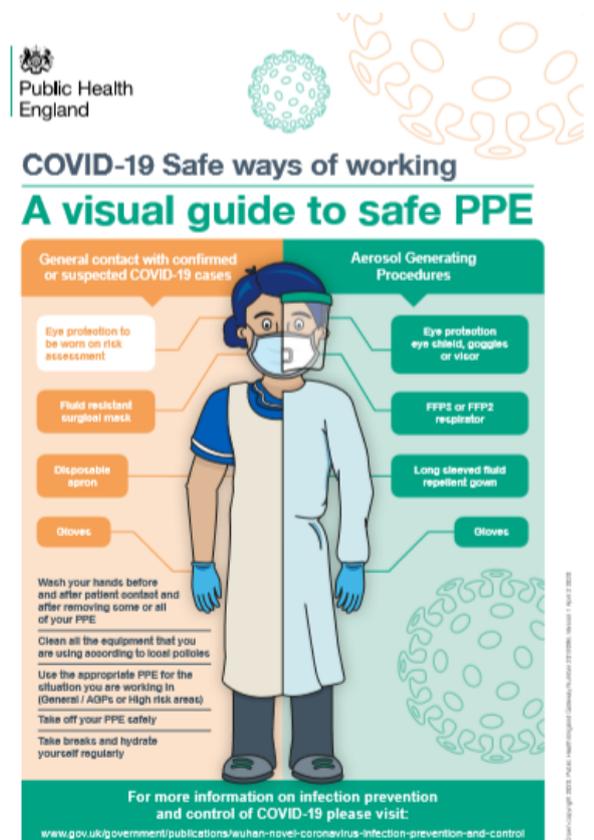
We apologise in advance for the necessary reduction in social interaction that will necessitate. Whilst our masks may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!

We are especially mindful that many dental treatments are aerosol-generating procedures (AGPs) and it is difficult for us to carry out some dental procedures without generation of some level of aerosol.



Our updated protocol is:

- Reduction in water flow through the high-speed handpiece
- High volume suction with wider aspirator tube reduces aerosol production by over 90%
- FFP2 masks filter 94% of airborne particles in both direction (patient to clinician and clinician to patient)
- Full face visors
- Dental Rubber Dam barrier where possible reduces bio aerosols during treatment
- Radic8 Virus Killer Air Purification system in every surgery - kills 99.99% of viruses including coronavirus
- Patient temperature taken prior to any dental treatment (routine or planned)
- Staff temperature taken everyday
- Staff tested for coronavirus prior to opening
- Use of the government track & trace app when it becomes available



After your appointment

If a follow up appointment is required or you would like your next routine appointment arranged, your clinician will do this in surgery. This is to reduce patients in the waiting area. Appointments and estimates will be emailed if possible. If you do not have email, please ask and we will print a copy. We will not be asking patients to sign estimates at reception.

DENTAL COSTS

As you can appreciate in order to make the practice environment safe for both patients and staff we have invested in extra equipment and enhanced PPE which is single use.

Inevitably such measures and protocols come at an increased cost whilst we have made every effort to keep these costs to a minimum it is likely that an extra charge will have to be applied for some treatments to cover the cost of these safety measures.



Sharoe Green Dental Practice will be operating a contactless payment system and we will request that payment is made by contactless card up to £45, Apple or Google pay or payments can be made over the phone. If you are not able to pay via these methods then we will take payment as normal ensuring the card machine is antibacterial wiped prior to use. (We encourage patients to pay by card and not cash).

Summary

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

If you have any questions regarding your dental care at Sharoe Green Dental Practice please do not hesitate to contact us.

The Sharoe Green Team desperately want to get back to caring for our patients and delivering the service we pride ourselves on.

