



REOPENING POLICY

JUNE 2020



POST COVID-19 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 as the practice reopens after the Covid-19 peak has subsided.

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 be 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 their understanding and co-operation whilst we implement new measures at the practice.

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

PROVISIONAL TIMETABLE

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

This will be extended to all patients as the lockdown restrictions are eased further.



day	Friday	Satur
	2	3
	dentist!	
	9	10

The St Mellion Dental Clinic team will prepare the practice for reopening and 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. This will include all those patients who contacted the clinic while we were closed to access advice, analgesia and/or antibiotics.

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 during the period of closure.

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 the Clinic update their standard medical history forms beforehand. These forms, ideally, will be completed in electronic format as we try and phase out paper forms. The form will be sent to you before your appointment. **IF WE DO NOT RECEIVE YOUR FORM, WE WILL NOT BE ABLE TO SEE YOU.**

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.



NEW MEASURES TO REDUCE THE RISK OF COVID-19 TRANSMISSION

Our normal cross-infection control protocols at St Mellion Dental Clinic against all previously known pathogens are 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.

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.

BEFORE ATTENDING THE PRACTICE

We will carry out a pre-attendance assessment via your completed Medical History forms at least two days before your appointment and, if necessary, a follow-up telephone conversation to assess relative infection risk. Our team 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.

If we feel that you are at risk of having possibly been infected, even if you don't have any symptoms, we will respectfully request for you to delay booking an appointment with us for at least 14 days.

If we do not receive your completed questionnaire in time, and we are unable to contact you, we will assume that you don't wish to attend the appointment and will cancel it.

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 clearer. 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 at www.nhs.uk.

St Mellion Dental Clinic will be operating contactless payment systems wherever possible. This reduces the requirement for unnecessary contact or use of PIN entries on the card terminal at reception. We will no longer be accepting cheques as a method of payment.

When travelling to the practice, we would recommend that you limit close contact with other members of the public as far as possible. When you arrive at the clinic, please knock on the door, and wait for the door to be opened by a member of the team who will acknowledge your arrival; you will then be asked to wait in your car until we are ready to take you straight through to the surgery. **Please park so you can see the front door.**

Children should be accompanied by **one adult**.

Please do not bring additional family members with you unless they are happy to wait in the car or outside the building.

DO NOT ATTEND THE CLINIC WITHOUT AN APPOINTMENT - WE WILL NOT BE ACCEPTING 'WALK-INS'.



PRACTICE PROCEDURES

Our 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 a source of infection.

You will find that the practice may appear to be quite bare when you attend.

We have removed all magazines and childrens' toys as well as information leaflets and our range of dental hygiene products - these are still available to buy from reception, please ask.

All areas will be regularly disinfected in addition to our normal surface cleaning protocols between patients.

We 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.

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 this will necessitate. Whilst our masks may make us appear impersonal and distant, please be assured we're still the same friendly team underneath it all!

We are especially aware that many dental treatments are aerosol-generating procedures. It is difficult to carry out some dental procedures without generation of some level of aerosol. Currently the professional advice suggests:

- The use of a pre-treatment mouthwash reduces the concentration of bacteria and viruses in the saliva.
- 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 up to 90%.
- Our regular surgical face masks filter approximately 60% of remaining airborne particles.

By reducing treatments that generate high volume of aerosols, such as the high-speed dental drill and the ultrasonic scaler, as well as adapting the way we carry out those treatments, we feel that they can be carried out with minimal risks.

SUMMARY

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 mitigate risks of infection spread as far as is practicable possible.

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

If you have any questions regarding this policy or about your dental care at St Mellion Dental Clinic please do not hesitate to contact us on

stmelliondentalclinic@outlook.com.

With kind regards

The team at St Mellion Dental
Clinic