

Dear Patient,

We hope this letter finds you and your family in good health.

You may have heard that the government announced dental practices can open to routine care from Monday 8<sup>th</sup> June 2020. Our practice will be opening on that day but we just wanted to be clear that this may not be business as usual. The treatments you are offered may be different to those you received before, depending on staff and equipment available. It will take some time before services return to what you previously experienced as normal. We will begin seeing patients with specific problems first with their braces, appliances or wires on the week beginning 8th June 2020. Please be patient with us.

Our community has been through a lot over the last few months which has been unprecedented, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and we have always maintained the highest standards of infection control. Our infection control processes are made so that when you receive care, it's both safe and comfortable. Our practice follows infection control guidelines made by the governing bodies and they are up-to-date with current recommendations issued.

We would like to inform you of changes we need to implement to reduce the risk to you, your families and to our staff.

- Our practice will communicate with you beforehand to ask some screening questions. You will be sent a pre-screening questionnaire to complete or someone from the practice will call you to answer some questions. You'll be asked those same questions again at your appointment.
- All patients will stay in their cars on arrival or should wait outside the practice and call the receptionist upon arrival on 01706 645126. Please do not arrive early to the practice.
- Only the patient will be allowed in the practice (please contact us on 01706 645125 if you have any reasons why you need to attend with your child).
- Please do not arrive without an appointment.
- Patients should come wearing a mask if possible or be prepared to wear one.
- We have hand sanitiser that we will ask you to use when you enter the practice.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- Please feel free to request a call to discuss the appointment with the treating clinician.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- We will not make appointments on the day and will send them out or contact you. Please contact us if you have to change appointments.
- Payment should be made by card where possible.
- If you show symptoms following appointment booking, you should contact the practice by phone.

Due to these guidelines, we will be seeing fewer patients per day so please be patient with us. We have a back-log of patients to see and will try to prioritise those in most need.

- We will always wear a mask, a face shield and a disposable gown or apron
- All team members will be health screened before their shift

Unfortunately, the virus is still a threat. However, we have always used universal precautions and we will continue to do so.

Best wishes,

Crescent Orthodontics & Dental Practice