



OXFORDDENTALCENTRE

Personalised care

A collection of various dental instruments, including mirrors, probes, and explorers, arranged vertically and slightly overlapping. The image is rendered in a semi-transparent blue color, serving as a background for the central text.

COVID-19 Re-opening Policy

INTRODUCTION

This policy has been created from various sources inside the dental and medical profession, and government literature. It illustrates changes to our normal procedures that we expect to implement temporarily but may become permanent in the way dental practices run to ensure patient and staff wellbeing and safety. The policy will be reviewed regularly in line with progression of the Covid-19 Pandemic and will be updated accordingly.

PHASED RETURN-TO-WORK

We recognise that these are difficult times for everybody, and we are working hard to make sure we can provide a safe and comfortable journey for our patients. As we are following a phased return-to-work pathway, we will be prioritising patients in the following order:

- Patients with emergency problems who have contacted us during lockdown, who require urgent assessment and treatment.
- Patients with outstanding treatment which had to be cancelled or could not be completed due to lockdown.
- Patients with a high oral disease risk who require frequent recall.

We will be working our way through the waiting list and will be contacting each patient individually to schedule their appointments and give them more detailed information about what to expect on their visit. This will include a pre-attendance assessment, questions on COVID-19 exposure, symptoms and infection risk questionnaire.

We will be operating with longer gaps between appointments to allow time to implement the new protocols. Therefore, only patients with pre-booked appointments can enter the practice. Walk-in patients cannot be seen until further notice.

PATIENT JOURNEY

Before seeing a patient face-to-face there are a few screening measurements we have implemented in accordance with our governing bodies' guidelines. It is important to establish each patient's COVID-19 status before confirming an appointment. If it is essential that the patient is accompanied by a parent, carer or comforter, then that person should also be screened at this point.

Arranging the appointment

1. When you arrange an appointment, we'll send you a medical history form (and a dental history questionnaire if you're a new patient) to complete and send back to us in advance of the appointment. Please note that in case the patient doesn't have access to these online facilities, they can complete the form verbally over the phone.
2. As there are many patients requiring dental treatment following this lockdown, there will be a charge for any failed appointment. We will be collecting a booking fee of £95 over the phone when patients arrange the appointment. This fee is non-refundable if you fail to attend. When you do attend, it will be incorporated into the total cost of your treatment.
3. We'll then call you the day before the appointment (if the appointment is on Monday, then we'll call on Friday) to conduct a pre-visit questionnaire in order to make sure you have no COVID-19 symptoms and we can proceed with the treatment safely. It is essential that we get in touch with you to conduct this questionnaire.

Before the patient enters the practice

1. We advise you not to arrive too early or be late for the appointment. This will help us maintain social distancing and provide enough time for infection prevention and control.
2. Patients should not bring anyone else into the practice, unless necessary. Exceptions include a parent/guardian of children under 18 years old, or a carer.
3. Patients should bring as little belongings with you as possible; this limits the risk of any contamination.
4. On arrival, patients should call the reception line or wait outside the front entrance. We will let you in as soon as we are ready for you.

Inside the practice

1. Patients must clean their hands using the hand sanitizing gel provided as soon as they enter the practice. Our staff will be wearing appropriate PPE to ensure safety.
2. Patients will be advised to avoid touching surfaces.
3. We'll check their temperature using a non-contact thermometer. If it is deemed too high, their appointment will be rescheduled for a later date.
4. We advise everybody to leave all belongings in the car, and only bring the strictly necessary items inside the practice.
5. The bathroom is still operational, but we recommend that patients use the toilet before leaving home and should there be a need to use the facilities in the practice, we would encourage them to do so before the treatment.

After the appointment

1. We will advise patients to use internet banking on their phone to pay for treatment, however we do recognise this may not be an option for some. In which case the usual card machine can be used with a disposable barrier for infection control.
2. If needed, patients may book future appointments or follow-ups at reception before leaving the practice.
3. As they leave, we will open the doors for them to minimise contact.

DENTAL PROCEDURES

Many dental treatments are aerosol-generating procedures (AGP's). Therefore, the dental team will be using personal protective equipment (PPE) in line with current recommendations. We apologise that this may make us appear different from our normal appearance that you're used to. However, we can reassure you we are still the same friendly team underneath it all!

CONCLUSION

If you have experienced a dental emergency during the lockdown period and you have contacted us, we will get in touch to arrange an appointment. Your continued support and understanding are much appreciated at these difficult and unprecedented time.

As always, if you experience a dental emergency, please call the dentist on **07985716665** or if you would like to book an appointment, please email us at info@oxforddentalcentre.co.uk We look forward to seeing you soon.