

# FREQUENTLY ASKED QUESTIONS

## *Is it safe to visit the dentist during the Pandemic?*

Now, dental practices will be among the most sterile environments in the country when they reopen in line with the latest government guidelines from Monday, June 8.

## *What does the Government say about the new post-lockdown dentistry?*

All UK practitioners will want to reassure patients that a trip to the dentist in the new normal will mean they will be visiting one of the safest environments in the UK equal to that of a Private Hospital treatment room.

"[...] it's vital as a profession that we reopen and provide treatments once again to those in need, to help curb any potential dental health crisis in the future, such as a spike in oral cancer, one of the UK's biggest causes of cancer related deaths, decay and dental pain in children and adults has not been managed well by the NHS alone – and the government now wishes the private dental practices to prepare and open up – they recognize that dentists are health care workers that are in need by the UK public".

"The patient journey from the 8th June will be different, to ensure everyone's safety, but the care and professionalism from our Dental Specialists & Practitioners will continue to be exemplary."

## *What are the measures our practice is taking to mitigate the risks?*

From temperature screening to spaced out appointments, patients will notice significant differences to their usual dentist experience since the outbreak of coronavirus, all specifically made to minimize the risk of spreading the virus. Dentists have been working all over the world through this crisis and have been closely monitored. There have been no cases of contracting the virus from a dental practice pre/during lockdown- and now with even more stringent measures the risk is mitigated.

## *What can Patients expect when they visit us?*

- We would like to reassure you that our team are following all guidelines that will keep you and us safe. We have always had the highest cross-infection control, however, due to the outbreak we have implemented extra precautions.
- All patients in need of treatment will be briefed on the new procedures in place and details of their appointment before visiting the practice through the website and documents sent to them via email. Patients may also be asked to complete and return these forms digitally ahead of their appointment or print them off, sign and bring them to the practice at the time of appointment. If patients don't have access to emails, we will inform them over the phone.

- It is also crucial that people come to the practice alone where possible, with the exception of young children and those with carers, and that they bring as minimal personal belongings with them as possible.
- The practice doors will only be open to those with an appointment at the corresponding time. Please ring the reception line or just wait at the front entrance. We will let you in once we are ready for you.

### *Can Patients still book emergency appointments?*

Definitely! We understand that there is a high demand for dental treatments, as dental practices have been closed for a prolonged period. Emergency patients will be particularly prioritised in order to help those in need.

### *Should high-risk Patients with pre-existing conditions seek dental care?*

At-risk patients should call and discuss their specific concerns with their dentist. For some patients, dentist may suggest additional preventative measures during their visit.

Most patients with pre-existing conditions who are considered “high-risk,” should still seek dental care. Chronic illnesses and poor overall health negatively impact dental health. We closely monitor patients with chronic conditions and provide necessary treatments to help prevent complications associated with these illnesses.

### *What should Patients do if they had a non-urgent dental problem during lockdown?*

Call our practice and schedule an appointment. When left untreated, minor problems can easily become urgent dental care matters. Postponing necessary dental care for too long can negatively impact your dental health and your overall health. Dentists don't recommend further delaying dental care—even routine exams and regular cleanings. Why? Your dental health and overall health are linked. When one is impacted, so is the other. Routine dental care helps you stay on top of your oral and overall health.

We look forward to seeing you soon and meanwhile remain available to answer any questions you may have about all the steps we are taking to ensure your safety. After this period of lockdown and practice closure we wish to be able to help you maintain your oral health once again.

Warmest regards,  
Your dental team