



COVID POLICY FOR PATIENT CARE

We are looking forward to be able to open our practice again to assist our existing patients and new patients, who need urgent dental care.

We understand how difficult things must have been during the COVID lockdown, but we aim to reassure all our patients that we are now here to assist you in any way possible, but within the constant-changing guidance from the Faculty of Dentistry and the Government.

The new Patient experience at the dentist would need to include a number of health and safety protocols to ensure everyone is safe. We have used the information obtained from the British Dental Association, daily updates from the Government, Faculty of General Dental Practitioners in the UK and an individual risk assessment carried out in our practice to ensure we are all safe and sound before, during and after each treatment session.

We highlighted the step-by-step process to give you all the information, so that you can be fully informed before you attend our practice.

1. BEFORE ANY APPOINTMENT CAN BE BOOKED

We would require every patient to complete the following forms at least 3 days before each visit to our practice:

- Digital Contactless forms
- Medical History
- Nature of your Appointment (eg. Dental emergency, Pain relief, Hygienist appointment, etc.) Please note that under clinical guidance, and the phased approach currently in place, we aim to treat urgent dental care patients first (essential care) and postpone non-essential care until further notice. Hygienist treatment is not regarded as essential care at this stage.
- COVID-19 Specific Fee guide so you know our fees payable in advance. We aim to commence with treatment when you attend our practice, to reduce the number of times you need to repeat this entire process and to avoid you having to wait for the next available appointment.

Please inform us of your preference to either have an assessment done first, or to commence with treatment the same time, so that we can allow sufficient time based on your preferences. Please note that we would charge the full amount for the session based on your preference. This amount would be non-refundable once the appointment is booked, even if you decide not to proceed with care, or change your mind.

- COVID-19 Risk assessment
- Dentist assessment of Risks of infection (with a possible telephone/video discussion before any appointment is booked). This would enable us to possibly begin treatment at the same visit when you attend our practice, to reduce the number of contact sessions, thereby reducing the risks of contact to spread of the COVID-19 virus.
- Patients with Risks (even if asymptomatic): If we feel the need arises, we may ask patients to delay all further appointments for 14 days. High risks groups and patients with risks from Medical History conditions, may be asked to delay all care until the COVID-19 Pandemic becomes clear to us with time.
- Cancellation Policy: We would collect our fees in advance and we require at least 48 hours notice before any appointment being cancelled or rescheduled.
- Payment would be taken over the phone to avoid risks of infection spread from Card Machines and making contact with any surfaces.
- All completed and signed forms must be received at least 3 days before any appointment, or unless otherwise advised by the practice in exceptional circumstances, or your appointment would be cancelled without notice.

2. BEFORE YOU ARRIVE AT THE PRACTICE DOOR

- Wear a mask. Homemade masks are acceptable too.
- Avoid coming into contact with anyone
- Maintain the 2metre recommended Government Guidance
- Travel alone or someone from your household, unless you require someone to assist you to attend, and within Government Guidance.
- One adult per child or patient who needs assistance would be allowed into the premises, but not into the surgery during treatment.
- Avoid Public transport, unless you have no other option.
- Before you arrive at the practice, please call us on Tel: 0208 7727708 to let us know you would be arriving soon. We would let you know if we are ready for you to enter the front door.
- Please remain in your car, until we mutually discuss that we are ready to escort you into the practice.
- Please allow at least 1 hour 30mins of Parking time, as we are unable to allow you to top up your parking during sessions.
- We would supply you with a mask to wear except during treatment procedures. Please do not remove the mask in the building, unless you are asked to do so.
- We will meet all patients at the front door and bring them straight into the surgery.
- One adult is able to attend with a child; please do not bring additional family

members with you unless they are happy to wait in the car or outside the building.

- We recommend that you bring in only your essential belongings. Leave all non-essential items at home.
- We aim to see patients on time, but due to the specific Disinfection process for COVID-19, we are unable to guarantee that patients would be seen exactly on time. We apologize for this in advance, and thank you for your patience.

3. WHEN YOU ARRIVE AT THE FRONT DOOR

- The front door would be opened for you.
- Please do not touch any surfaces, unless you are asked to use that station.
- There would be clearly demarcated areas into which you would be asked to wait on a stage-by-stage basis.
- You would be asked to use the hand-wash station before entering the premises and ensure your mask is worn.
- We may ask you to put on one of our masks before entering the building.
- A contactless thermometer would be used to check your temperature.
- If your temperature < 37.8°C, we would proceed with your care and escort you straight into the surgery.
- If your temperature is > 37.8°C, we would not allow you to enter the practice, and ask you to self-isolate and seek further advice from your GP or 111 or as per website link below:
- <https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

4. IN THE DENTAL SURGERY

Additional measures have been placed to ensure we take every precaution to reduce risks of infection spread:

- Multiple hand-wash stations
- Hydrogen Peroxide Mouthwash
- Room Fogger (subject to availability but this is an added and not essential)
- Rubber dam
- Extractor fans in ceilings
- Personal Protective Wear (eg. Head to toe suits for AGP, Visors, PPF2/3 masks, Special Suction adaption units)
- COVID specific disinfection and Sterilization process for Aerosol (AGP) and Non Aerosol Generating Procedures (non-AGP).
- The surgery has been stripped to a bare essential protocol. We apologize for it looking different from our highly decorated waiting rooms and normal décor.
- We have a great concern regarding Aerosol Generating procedures, as from the little we know about COVID-19, there is a high risk to possible spread from aerosol or inhaled droplets.

- We aim to reduce aerosol risks by the use of Rubber dam, High Volume suction, Low volume suction, FFP2/3 masks with filters
- Waiting times between surgeries varies based on the procedure carried out for the patient prior to your appointment.

GENERAL AMBIENCE

In all our efforts to reduce the risks of COVID-19 spread, maintain Social Distancing, abide by the government Guidance, maintain a strict protocol and reduced décor within our practice, we would like to take this opportunity to ensure you that we are making every effort to ensure that all of us are safe and sound during the trying times of this unknown Pandemic. We would also like to apologize in advance if we seem quite firm on our protocols, as this is a Government Guidance to ensure we all do our part to reduce the risks of spread whilst maintaining our duty to assist patients in need for urgent care.

Fees

Please refer to our Fee Guide during the COVID-19 Pandemic (as below) :

- Consultation £50-£150
- Extractions £150-£350
- Initial Stage Root Canal Treatment (for pain relief only) £350
- Initial and Final stage Root Canal Treatment if done/possible to be done in one visit £700
- Final Root Canal Treatment £700 (if done at a separate visit to Initial stage)

A COVID-19 PPE would be charged at £40 per session. It is therefore recommended to commence treatment on the first session that you attend. A telephone/video consultation is recommended before you attend our surgery. Please allow us adequate time to assess your care, and supply is with your most contactable numbers.

If you have any questions, please feel free to contact us as below:

tbdp@btconnect.com

After hours Emergency/When practice is closed during COVID-19 Lockdown: 07961579919

Tel: 0208 7727708

Yours sincerely
Tooting Bec Dental

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