



Southfields Dental Centre  
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## COVID 19 REOPENING POLICY

## OUR COVID-19 REOPENING POLICY

- This policy outlines some changes to our normal policies and procedures that we will be employing from the 8<sup>th</sup> of June when the practice reopens after the Covid- 19 lockdown.
- The worldwide pandemic is still evolving and hence this is a living document and may change as new scientific evidence becomes available.
- Firstly we would like to thank all our patients for their patience and understanding during these past few months and apologise for any inconvenience caused.
- Safety remains our number one priority and we will ensure we continue to provide care in the safest possible way.
- We appreciate your cooperation with any new or modified procedures at the practice.

A NEW PATIENT JOURNEY  
...SAME STANDARD OF CARE

Comprehensive dental care...at the blue house



# APPOINTMENTS

## APPOINTMENTS

Please email or call us for appointments but prioritisation may occur as follows:

- The practice will be reopening after a prolonged period so priority appointments will be given to URGENT and EMERGENCY patients first.
- We will continue to offer appointments for our member patients.
- All outstanding and incomplete treatments due to the lockdown will be completed as priority.
- Any cancelled routine examinations or hygiene appointments will be booked as priority.
- We still welcome any new patients or those wishing to see us.



PATIENT  
COMMUNICATION

PATIENT  
COMMUNICATION

We kindly request all patients prior to attending the surgery MUST complete an updated medical history form and a Covid screening questionnaire to assess your risk for coronavirus. This will be sent via email alternatively done on the clinipads in the surgery. Kindly bring your own pen to sign.

You can email us to [info@southfieldsdental.co.uk](mailto:info@southfieldsdental.co.uk) or call us on 02087888050 to discuss any concerns.



PROTOCOLS TO  
REDUCING RISKS



## PROTOCOLS TO REDUCING RISKS

Our normal cross infection protocols are already very strict and follow stringent guidelines in all clinical settings.

We have evaluated and updated measures to reduce the risk to a minimum level after evaluating recent guidelines and policies and you may see staff with enhanced PPE.

Please be rest assured that all clinical staff will be complying with our updated procedures to reduce risk of disease transmission.

Our team will be also regularly disinfecting all door handles and hard surfaces in both clinical and common areas.

All non-essential items will be removed to reduce risk of spreading infection.

The appointment times may be longer to allow for additional decontamination procedures and preparation of the surgery for the next patient.

All surgeries have been fitted with air purifiers to reduce the viral load.



BEFORE ATTENDING  
THE PRACTICE

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ATTENDING THE  
PRACTICE

A completed updated medical history questionnaire must be completed and sent to us 24 hours before the appointment.

A dentist may carry out a video or phone consultation to assess the dental problem if required prior to your appointment.

If you feel you are at risk, vulnerable or shielding please inform us before attending the surgery.

We will be operating a contactless payment system as far as possible. Payments will be made over the phone prior to your appointment.

Please may we request all adult patients to come unaccompanied. Only one adult may attend with a child.

Please arrive promptly for your appointment. If you arrive early we politely request you to wait outside to be called into the practice by a member of staff.



# ARRIVING AT THE PRACTICE



## ARRIVING AT THE PRACTICE

A warm welcome back to the BLUE HOUSE.

Please bring minimal personal belongings with you. You may need to deposit your phone in a clear plastic container.

Kindly bring a mask and water if you require.

Upon arrival kindly use the hand sanitizer station upon arrival.

You will be temperature tested. Please note that if the temperature is above 37.8 degrees we reserve the right to decline treatment.

We will limit the use of the waiting room to 3 patients at any given time.

We will aim to direct you straight to the treatment room upon arrival.

You will be asked to use a mouthrinse prior to any clinical examination.

You may notice social distancing signage on floors and sneeze screens at reception.

The toilet is temporarily out of use except for emergencies.



# DENTAL TREATMENT

## DENTAL TREATMENT

All dental staff will be using enhanced PPE in line with current guidance and recommendations.

We apologize in advance for reduced social interaction that this may cause.

In dentistry most procedures generate aerosol (a fine mist of water and air) which may theoretically remain suspended in the air and we wish to minimize this risk.

Our use of high-volume suction aspirators, air purifiers, facemasks with special filters, rubber or barrier sheets during the procedure reduce this aerosol and air borne particles by almost 90%.

The financial impact of coronavirus and need for enhanced PPE, protocols and procedures have been significant hence unfortunately this will be reflected in our fees.

AFTER TREATMENT



# AFTER TREATMENT

We will ask you to kindly use the hand sanitizer or hand wash after the procedure.

All future appointments will be made by phone or following social distance at reception.

All receipts, statements and treatment plan estimates will be emailed to you.

Any payments will be via a link, contactless or phone if required.

Of course if you wish to discuss anything or have any concerns please feel free to contact us via email [manager@southfieldsdentalcentre.com](mailto:manager@southfieldsdentalcentre.com) or phone us.



# SUMMARY

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- **Appointments:** Please phone or email us
- **Prior to arrival:** All patients will be screened before appointments to ensure safety
- **Your appointment:** Please arrive promptly for your appointment and wait to be called by text or phone if you are early  
(Kindly come unaccompanied with minimal belongings. We understand exceptions. Do bring your own mask and water if required)
- **Upon arrival :** Please use the hand sanitiser station and staff will check temperature
- **In the surgery:** You will be asked to rinse your mouth with a mouthwash for 30 sec. The treatment rooms have air purifiers. The dentist and nurse will be wearing PPE but please don't worry-it's still us!
- **Before you leave:** Wash your hands again with hand sanitiser
- **After you leave:** We will disinfect and sterilise the surgery before the next patient
- **Future Bookings:** These will be made over the phone or email
- **Payments:** This will be taken before treatment or after by phone or payment link

Thank you for your continued support...

The team at Southfields Dental Centre