



A helpful guide to your next dental visit

D. H. Keen Dental Surgery Partnership



In association with
 Dentsply
Sirona

Dear Patient,

It's obviously been a challenging and quite worrying time for everyone in our community. We hope you and your loved ones are safe and well and continue to remain so. The safety and well-being of our patients is the reason for providing you with this information leaflet.

Before the Covid-19 pandemic, dental surgeries operated to the highest levels of infection control and decontamination and, like any medical profession, we are used to working in an environment where there is the potential for exposure to viruses and bacteria. We do everything possible to reduce the risk to our team and to our patients. And we do it well!

So, when you come back to see us we want you to have every confidence and more that we will do everything possible to make your visit as safe and comfortable as possible. This leaflet is designed to explain what we do already and highlight some of the things that are new or different so when you arrive for your next appointment with us, you do so with confidence.

We look forward to seeing you,

Your Practice Team

What we routinely do everyday...



Morning - Before our first patient of the day, the treatment room is aired properly and all surfaces are disinfected. All waterlines are flushed to remove the water that has been left overnight.

Throughout The Day - Before and after each patient exam or procedure, we clean and disinfect all surfaces, buttons and handles using disinfecting sprays or wipes. Protective plastic barriers may be applied to selected equipment such as the headrest on the dental chair and to some of the instruments attached to the chair.

Suction hoses are cleaned and disinfected and all waterlines are flushed through after every patient, for a minimum of 20 seconds.



We aim to remain environmental friendly by using reusable PPE, i.e. gowns & respirators.

For every patient appointment sterilised instruments are used. After the completion of treatment, reusable instruments are taken to our decontamination room for sterilisation.

Evening - All removable components of the dental chair are detached and disinfected or sterilised, while surfaces are disinfected using specifically approved disinfecting liquids.

When the last appointment of the day is completed, all waterlines are once more flushed through, ready for the start of another day!



... and some new things you **might** see and experience moving forward.

In line with Government and public health body guidance, dental practices across the country will implement a variety of new measures to protect staff and patients. Our aim is to continue effectively managing all stages of your treatment in a way that reduces the risk of primary transmission of virus or bacteria between people (via respiratory droplets or direct contact) or indirect contact with surfaces.



This may lead to an increase in single-visit dentistry, where multiple procedures are carried out in one appointment, to limit the number of visits you need to make to the dental practice. We may choose to adopt some or all of the initiatives below, depending on the latest medical and regulatory advice.

Before you arrive

- Please **ONLY** visit if our team have contacted you and you have a confirmed appointment.
- We may ask you to complete a health questionnaire in advance to ensure you are not symptomatic and it is safe to attend.
- If you are unable to attend or are a vulnerable individual (shielding), you may wish to use our Virtual Consultation (links via our website and social media).
- For some urgent treatments, we may refer you to a local Urgent Dental Care centre.
- Please be prepared to use online payment for your treatment to minimise surface contact and congestion in the reception area.
- Where possible, please use the bathroom before attending the practice.

When you arrive

- We may not be able to accommodate patients in our reception area or waiting room due to social distancing rules, and may ask you to wait in your car or outside.
- Under certain circumstances, we may perform a limited health examination / temperature check prior to treatment.
- Waiting times may be a little longer than

usual to allow for extra cleaning time prior to you starting your treatment.

- We will provide hand sanitisers on entry and may ask you to wear a medical grade mask or other PPE during your time in practice.

During Treatment

- Our team will adopt enhanced levels of PPE, including masks (Type II/IIR) or respirators (FFP3), a visor or other eye protection, aprons or fluid-resistant gowns.
- Please do not be offended if we ask that anyone accompanying you remains outside the room or even the building.
- You may be asked to rinse your mouth prior to commencement of your treatment.
- We may place a rubber sheet in your mouth to reduce saliva and spray debris. Please advise us of any latex allergy.

When you leave

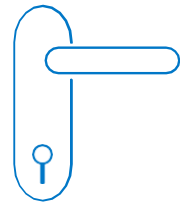
- Hand sanitiser will be available and to minimise unnecessary contact we may book your next appointment in the treatment room and e-mail you receipts and confirmation rather than hand over paper.

Doing our best to avoid transmission

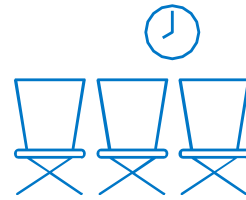
We are sure you've seen lots of information and news items on the many ways in which individuals may be exposed to potential infection. That is why it is absolutely essential for us all to comply with infection control guidelines to minimise the risks for you and our team. Here are just some of the common sense, best-practice initiatives that we have in place.

Particular attention is paid to the following areas:

Entrance area and waiting room of the practice



Door handles, switches and items of furniture are disinfected regularly

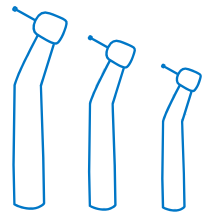


Social distancing rules apply - in waiting rooms and reception



We're sorry, but it's a cheery hello instead of a warm handshake for the time being

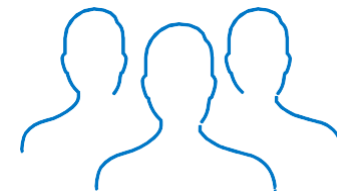
The treatment room



Equipment and instruments are disinfected and sterilised respectively. Sterilisation takes place in our decontamination room.



Surfaces, buttons, handles and the chair you sit in are carefully cleaned before and after each patient visit



Even when you're in the dental chair, we will try and limit physical contact and use alternatives for 'follow-up paperwork'

A reminder about coronavirus: symptoms and treatment

COVID-19 is a novel disease in humans and the virus associated with the disease is SARS-CoV-2. It is a contagious viral infection that generally causes respiratory illness in humans though it is not possible to differentiate between COVID-19 and other common respiratory infections based on symptoms alone.

People with COVID-19 generally develop signs and symptoms, on an average of 5-6 days after infection (mean incubation period 5-6 days, range 1-14 days).

Main Symptoms*

The main symptoms include High temperature (hot to touch on your chest or back), a New, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing fits in 24 hours or a Loss or change to your sense of smell or taste. Most people with coronavirus have at least one of these.

We may ask whether you have previously or are currently experiencing these symptoms when you arrive for treatment.

If you have any of these symptoms, please use the NHS 111 online service (www.nhs.uk) or call NHS 111 for advice.
Practice emergency contact: 07955 636 838

Staying at home with symptoms (self-isolation)*

If your symptoms are mild, NHS 111 will usually advise you and anyone you live with not to leave your home. This is called self-isolation.

- Anyone with symptoms should self-isolate for 7 days from when their symptoms started.
- Anyone who does not have symptoms should self-isolate for 14 days from when the first person in your home started having symptoms.

* Visit www.nhs.uk/conditions/coronavirus-covid-19/ for latest advice.

Please note that guidance may vary depending on where you live in the UK and Ireland.

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Opening Hours

Mon-Wed 9am – 8pm
Thurs & Fri 9am – 6pm
Saturday 9am – 2pm
Sunday - Closed



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