



BURNSIDE

DENTAL CARE

COVID-19 Policy for patients attending the practice

This policy has been created based on multiple updated sources from within the dental and medical professions and the government.

It outlines modifications to our normal procedures that we intend to employ once the practice can be reopened after the COVID-19 pandemic peak has subsided.

It is not known at this time whether these procedures are temporary or whether they will become a permanent feature of the way dental practices must be run to ensure patient and staff safety in the future.

The worldwide COVID-19 pandemic is still being evaluated and studied and policies and recommendations are likely to change in line with new scientific evidence over time.

We would like to thank all of our patients for their patience and forbearance during the period of temporary practice closure and for their understanding and cooperation whilst we implement new measures at the practice.

We will of course be providing dental care to all of our patients in the safest possible environment. We greatly appreciate your assistance with any new or modified procedures at the practice



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Timetable

It is our intention for the practice to re-open to patients on Wednesday 24th June 2020. Our team has been working hard behind the scenes to prepare the practice for reopening and have updated our policies and protocols to ensure your safety is paramount.

Initially we will prioritise the following patient groups:

- Patients with emergency problems or other dental problems that require urgent assessment and treatment;
- Patients with treatment that was incomplete before the practice was temporarily closed;

Further to the above patient groups, we intend to prioritise patients who were due for routine examinations during the period of closure.

Patient communication before reopening

Our team will be contacting patients and will confirm appointments ahead of their scheduled time.

We will request that all patients who are attending Burnside Dental Care update their standard medical form beforehand. This will be completed over the phone at the time of booking your appointment.

We will also ask you to complete a risk assessment form that will allow us to assess your level of risk for coronavirus infection before you attend the surgery.



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New Measures to reduce the risk of COVID-19 Transmission

Our normal cross-infection control protocols at Burnside Dental Care against all previously known pathogens are already woven into all clinical activity carried out at the practice.

It should be remembered that a dental practice is already a very clean environment compared to public areas and there is no evidence of COVID-19 transmission occurring in increased rates in dentists or their staff.

We have collectively evaluated all of the updated guidance and observed what measures have been put in place in other countries. We feel that the measures that are outlined in this policy will reduce risk to the minimum level at the practice.

Please be assured that all of our clinical staff will also be complying with our updated procedures to reduce the risk of cross infection in both directions.

Before Attending the Practice

We will carry out a pre-attendance assessment via your completed medical history and risk assessment relative coronavirus infection risk. If you have any difficulties with completing the forms, our team are here to assist.

A dentist may also carry out a video consultation with you to assess your dental problem prior to your visit so that a provisional treatment plan can be proposed to minimise the number of visits you require. We may also request that you send photographs of your mouth to a given mobile phone number.

If we feel that you are at risk of having possibly been infected, even if you are asymptomatic, we will respectfully request for you to delay booking any appointments with us for at least one month.

We recommend that patients in the high-risk groups for developing complications from coronavirus delay non-essential dental treatment for as long as possible until the



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trend of the pandemic becomes clear. If you are in a high-risk group and do require treatment, we will schedule your appointment at the beginning of the day.

To find out whether you are in a high or very high-risk group please visit the following website <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/> or ask any member of our team for guidance.

When travelling to the practice, we would recommend that you limit close contact with other members of the public as far as possible.

Please endeavour to arrive no more than five minutes before your scheduled appointment. If you are travelling by car, we would be grateful if you could wait in your car and call the practice on 0141 647 1095 to confirm your arrival. We will meet all patients on arrival and bring them to a designated hand washing station. After you have completed hand washing, you will be directed to 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.

Arriving at the Practice

When you attend the practice, we will welcome you, and ask for you to hang your coat or jacket in the reception area of the practice. The main entrance door of the close will remain locked, however, we cannot accept liability for personal items so please limit what you bring into the building.

We intend to eliminate waiting inside the practice and at reception. Accordingly, appointments will be staggered so that patients do not arrive or leave at the same time as other patients as far as we are able to manage.

The bathroom in the practice will not be able to be used during your visit.



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Practice Procedures

The Burnside team have spent time critically looking at every aspect of the practice with a view to removing all non-essential items that can potentially be the cause of infection.

You may find that the practice may appear to be quite bare when you attend.

All clinical and common areas including door handles and surfaces will be regularly disinfected in addition to our normal surface cleaning protocols between patients.

We will be providing a buffer period between patients to allow more time for additional decontamination procedures, allow for any treatment overruns and allow preparation time for the next patient so that they do not need to wait in the reception area.

All future appointments will be made and confirmed by email or telephone to limit your time spent at reception.

Burnside Dental Care will be operating cashless payment systems going forwards, and we will request that payment is made using a credit or debit card.



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Dental Procedures

All dental staff will be using personal protective equipment in line with current recommendations and evidence.

We apologise in advance for the necessary reduction in social interaction that this will necessitate. Whilst our PPE may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!

We are especially mindful that many dental treatments are aerosol-generating procedures (AGP's). It is difficult for us to carry out some dental procedures without generation of some level of aerosol. Aerosol suspended in the air is a theoretical source of infection which we obviously wish to keep to a minimum. Currently the dental literature suggests:

- Our use of our normal high-volume suction reduces aerosol production by over 90%.
- The use of dental rubber dam where appropriate reduces bio aerosols by a further 30 to 90%
- Our regular facemasks filter approximately 60% of remaining airborne particles.
- FFP masks filter 94% and 99% respectively of airborne particles in both directions (patient to clinician and clinician to patient).

We therefore feel that our normal dental procedures can be carried out with minimal additional risk by the use of high-volume suction, rubber dam and FFP masks. Despite the financial impact of the coronavirus we have no plans to increase our normal fees at this time.



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Summary

The vast majority of our patients are otherwise healthy without coronavirus infection and we are confident that we are able to provide normal dental care for these patients in as normal an environment as possible while bearing in mind our responsibilities to mitigate risks of infection spread as far as is practically possible.

Our policies and procedures will be constantly reviewed and updated as necessitated by circumstances and the best available evidence over time.

If you have any questions regarding this policy or about your dental treatment at Burnside Dental Care please do not hesitate to contact us on 0141 647 1095 or info@burnsidedentalcare.co.uk where a member of our team will be happy to assist.