

Dear Client

05 June 2020

I hope our letter finds you and your loved ones well and that you are healthy and safe during these unprecedented times.

We would like to share with you an update on Angel Smile as we are emerging from lockdown and the subsequent shutdown of routine dentistry in the UK.

We have been concerned about you all during the last 10 weeks, patients with incomplete treatments, and more so those who had discomfort or dental issues arising during the locked down. We have done our best to telephone triage our existing patients as well as new patients who called us in distress.

As you may all know last Friday the Chief Dental Officer advised that dental practices will be able to open from 8th June 2020. We will be opening the surgery according to the new government guidelines and we will be seeing patients in phases. We will be doing this safely and according to the National Alert level at the time. During Alert Level 3 and 4 treatments should be based on a risk assessment.

This is a fluid situation and subject to change.

PHASE 1: From 8th June (URGENT triaging). We will initially be strictly triaging patients and booking appointments based on URGENT care required, such as infections, severe pain, and temporary management of broken teeth or some extractions.

PHASE 2: From Mid-June (anticipated) – prioritising finishing pre lockdown outstanding treatment plans and reviews wherever possible and based on urgency.

PHASE 3: Date to be confirmed. Providing routine dentistry such as routine exams, non-urgent fillings, and hygiene treatment.

Patients with COVID symptoms will be redirected to appropriate centres.

The main symptoms:

- High temperature
- New, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- Loss or change to sense of smell or taste

Health and safety is our top priority and as such we have implemented changes before your future visits to Angel Smile and Angel Orthodontics :

- All future visits to the clinic will be prearranged subject to triage and appointments only. Upon your arrival, practice door is closed, and you need to use video entry system to enter the premises.
- Kindly brush & floss your teeth prior to the appointment. The basin in the practice will not be in use for this purpose.
- We discourage the use of toilette facilities at practice unless absolutely necessary
- Please do not arrive more than 5 minutes early to your appointment unless you have been requested to do so.
- Your temperature may be taken upon arrival. Please try to arrive cool and calm. Please do not run or race your bike to your appointment as your body temperature will be raised and you might appear feverish.
- Please respect 2m social distancing rule in non-clinical areas, such as reception. We have taken the precautions such as air purifiers for reception and surgeries. These air purifiers use bipolar ionisation technology to neutralise viruses and other particles in the air. We will also be looking quite different to before with enhanced PPE including respirator, face shield and gowns for certain dental procedures.
- Plenty of hand gel dispensers are placed at different sites within the practice. Please use as soon as you arrive at the practice and frequently during your visit.
- Please bring with you only necessary personal belongings and as little as possible
- Please attend on your own for your appointment. Chaperones are only permitted if you are below 18 years of age; if you need a translator or if you are in any way incapacitated and need assistance. Kindly inform us in advance.
- Chaperones should be from the same household as the patient if possible and will also undergo the same screen questions as a patient.
- As you are invited into the building, we may offer you a face mask that simply hooks over your ears and covers your mouth and nose. Our reception team are there to help you and will now be wearing a mask and behind a screen to protect their working environment.
- Your medical forms, consent and treatment plans will be sent to you by email and need to be signed and emailed back to us in advance prior to your appointment.

- In some instances, dentists may contact you and offer a virtual consultation by zoom or other secure platforms to discuss your treatment plan further.

- Payment will be taken prior to start of the treatment either by bank transfer or Worldpay online payment or cards. In any case please remember to bring your credit/debit card (no Amex) as we will not be taking any cash payments.

- Your follow up appointment may be made over the phone after you have left the surgery.

We will be in touch with you gradually to arrange your appointments, according to the phasing of the treatments in our practice. In the meantime please feel free to contact us with any urgent issues you may have.

We are working hard, despite the very short notice given by the government, to put in place all necessary protocols enabling us to comply with new requirements that ensure we can start on 8th of June.

Please contact us same way as before by email: reception@angelsmile.co.uk or fill in the online enquiry form (<https://www.angelsmile.co.uk/enquiry/>) on the web page and we will get back to you as soon as possible.

We look forward to welcoming you all back

Your team at Angel Smile and Orthodontics

