

# ***Sandy DentalCare***

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8<sup>th</sup> June 2020

Dear Patient

**Re: Phased return of dental services, offered gradually and cautiously for safety**

We hope this letter finds you and your family in good health.

We have You may have heard that dental practices can treat patients in the practice from Monday 8 June 2020. Here in this letter we are notifying our plans for a phased and cautious return to provision of dental services. At this time we are still very limited as to the type of treatments we provide because of safety concerns.

First and foremost, let us tell you about how we keep up with infection control measures. Infection control has always been stringent and a top priority for our practice and you may have seen this during your visits to our surgery. We strictly follow infection control procedures and guidelines to keep everyone safe, patients and staff alike. Professional Covid-19 guidance for dental practice is carefully evaluated, so that our team informed and trained to follow all safety recommendations. The Covid-19 safety changes we have introduced are published on the website. We are now in a position to offer the first phase of opening the practice for selected patients.

Secondly let us tell you about how we prioritise and invite patients for appointments. Our practice will first screen patients by telephone. The telephone triage will assist the dental team to provide you with self-help advice, and discuss with you the level of priority for any treatment that may be needed. Safety for all concerned is our top priority, and currently we will only invite patients we can most likely help or those with more urgent needs. Patients with Covid-19 symptoms will be referred to alternative provider.

Please note that the number of patient appointments are currently very limited. It will take some time before services return to what you have previously experienced as normal. Please be patient with us as we work through a backlog of treatments particularly for those who were in mid-treatment at the time of practice closure in March.

Should you need our advice or assistance, please contact the practice by telephone as entry to practice is only for those few patients with appointment. In the meantime we hope you keep safe and well.

Kind regards

Sandy DentalCare