



Covid-19 Update 23.04.20

Dear patients, parents and friends of Straight Smile Centre

Following the latest notification from the government and health authorities, that the current Level 3 restrictions from 26th April will be eased to Level 2, we are pleased to inform you that we are able to resume in-office patient appointments from Monday 27th April.

However, there are still some restrictions on the type of procedures we can perform, and we will also be regulating the number of patients attending the clinic to maintain social distancing regulations.

Our staff will be working very hard to ensure appointments are rebooked, so we will be in touch with you as soon as possible to schedule an appointment.

What to Expect when Attending the Practice

The health and safety of our patients and staff, remains our highest priority.

We will continue to adhere to strict infection control protocols by continuing our stringent routine disinfection and barrier procedures.

We will also be implementing new processes and procedures to ensure we maintain a safe environment for patients and staff at all times.

This includes, and not limited to:

- Our request that parents or carers remain in the car while children are treated.
- For very young children or those who require it, we will make accommodations for a parent to join the patient in the clinical area. We ask that parents/patients do not bring friends or siblings to the office who do not have an appointment.
- On entry to the practice, we ask that patients please use the hand sanitiser provided, and inform reception of their arrival.
- On entry to the clinic, we will request patients to rinse with a special mouthwash.

- Our self check-in system will remain closed until further notice.
- Our request that credit/debit cards only are used for financial transactions –we will not be accepting cash payments.
- All complimentary magazines, games and toys have been removed until further notice
- Toothbrushing stations will be closed. Patients are asked to follow their regular toothbrushing routine prior to attending appointments.

We continue to remain a 'well' office and therefore ask that any patients who may be experiencing symptoms of any respiratory virus or flu - fever, coughing, sneezing, having difficulty breathing, or if you have been exposed to someone with the COVID-19 virus, to please not come into our office.

Thank you so much for your patience and understanding during this challenging time. We look forward to seeing you all again, and endeavour to be in contact as soon as possible.

As always, please feel free to contact us on 8364,4311, should you have any questions or concerns prior to our contact.

Straight Smile Centre Team