



Coronavirus Update 20.03.20

We are closely monitoring the latest COVID-19 information and are continually updating practice policies as advised by the CDC (Centers for Disease Control and Prevention) and OHSA (Occupational Health Services Australia). The latest advice has resulted in the following interim changes in the practice:

Rescheduling of Non-Essential Appointments

As members of our community, the health and peace of mind of our patients, families, and team members remain our highest priority. In order to further reduce risk of infection, the doctors have made the decision to reschedule patients with appointments that have been deemed as non-essential. This includes retainer checks. If you fall into this category and have an issue with your retainers that requires attention, please call the office to discuss alternatives and how we can assist you.

As the situation surrounding the coronavirus unfolds, this policy will be revised and all patients will be kept informed.

Additionally, if you or a member of your family is currently undergoing orthodontic treatment and you would prefer to reschedule your appointment until the current climate settles down please call our office on 8364 4311 to do so.

In-Office Appointment New Procedures

Please note: if you choose not to attend essential appointments, your treatment time may be extended, which is a small price to pay for peace of mind.

Under advisement from governing health bodies we have made the following changes to protocols for appointments until further notice: -

- We request that parents or carers remain in the car while children are treated, or if this is not possible, parents or carers to remain in Reception.
- For very young children or those who need a little extra TLC, 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 a treatment appointment
- On entry to the practice, patients are required to use the hand sanitiser provided, and inform reception of their arrival
- Our self check-in system will remain closed until further notice
- 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
- On departure from your appointment please call 8364 4311 to schedule your next visit

We are assessing the situation daily and remaining vigilant for the health and benefit of everyone in our community. We recognise that these health precautions may cause inconvenience in the form of possible delays in the completion of treatments, however the health and wellbeing of the community is our priority.

What to Consider Before Attending the Practice

As we have stressed previously, we are a 'well' office and we ask all scheduled patients who are experiencing symptoms of any respiratory virus or communicable disease to contact us to reschedule.

Specifically, under these current circumstances, we are asking that you not come into the office if you have a fever, are coughing, sneezing, or having difficulty breathing, or if you have been exposed to someone with the COVID-19 virus.

At Straight Smile Centre, we are emphasizing our regular disinfection and barrier protocols and taking additional safety precautions to ensure the safety and health of all while visiting our office.

Those who have returned from overseas recently, are required to self quarantine for 14 days upon return, as per current regulations. CDC guidance on returning travelers is available here: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

Learn more about the coronavirus at:

<https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>

Stay healthy and stay connected with us,

Straight Smile Centre Team