

## To our patients,

Whether we are soon to meet you, or you are returning for ongoing care – welcome, and please find below some important details regarding your treatment.

With the move to **Alert Level 3** on Tuesday 21<sup>st</sup> September at 11.59, the Dental Council of New Zealand (DCNZ), the New Zealand Dental Association (NZDA) together with the Ministry of Health (MoH) have advised that **all dental services can resume**.

Undoubtedly, given the restriction of contact we have all been under, you may have some questions about how COVID-19 affects your periodontal treatment and what we are doing to keep you safe. See below some FAQs that we have put together for you to refer to. Please be assured that we continue to be dedicated to your care and, most importantly, your health and safety.

### **I had an appointment rescheduled during the lockdown period, what should I do?**

All patients with appointments that were rescheduled due to lockdown restrictions, have been placed on a priority list. We are opening additional times which will allow us to work through the backlog. One of our staff members will contact you personally to reschedule your treatment appointment later this year so at least you have a guaranteed date. This will ensure that you are not “lost in the system”. **You are however on a priority list for your treatment to be brought forward where possible.**

### **Is there anything extra I need to do before my appointment?**

Yes, there are a few changes to the process, and these are:

- There will be a triaging prior to your appointment, and this **MUST** be completed before your appointment – without a completed triage we cannot see you – this is a Ministry of Health requirement. You will be contacted by the clinic 24-28 hours before your appointment and several medical questions will be asked.
- Do not attend if you or your family have been unwell – let us know – we will reschedule your appointment.



- Please arrive to the practice no more than 5 minutes earlier than the appointment time.
- On arrival, please stay in your car/outside and call us - (09) 529 7949
- We will advise you to come inside when we are ready for you. **You must wear a mask into to the clinic.** If you do not have one, we can provide for you. We ask that only the patient comes inside please (with the exception of patients with disabilities). This will keep you and other patients safe and limit any potential risks.
- We keep a detailed record of appointments, although we still encourage checking in via the COVID tracer app.
- Once the appointment is complete, our reception team will schedule the next appointment at reception or via phone/email.
- Good hand hygiene and cough etiquette needs to be followed by all patients and staff.
- Hand sanitiser must be used by patients and support persons on practice entry and exit.

#### What other precautions are you taking?

- Our infection control measures continue to be of the highest standard.
- We will be wearing different levels of personal protective equipment (PPE), depending on procedures.
- Contact tracing: we will continue to keep a full log of all persons entering the practice and will make a note of which clinical staff members have interacted with patients.
- All staff are vaccinated against COVID-19

If you have any questions or concerns, we are available to talk to you and discuss. We appreciate these delays may be frustrating and appreciate your patience. Hopefully life will return to normal reasonably quickly. The better we are with managing self-isolation and preventive measures, the quicker this will happen.

We are available by email to answer specific questions and queries, and would love to hear from you:

Dr Nicholas Cole – [nick.cole@periodontics.co.nz](mailto:nick.cole@periodontics.co.nz)

Dr James Dawson – [james@periodontics.co.nz](mailto:james@periodontics.co.nz)

Dr Poppy Horne – [poppy@periodontics.co.nz](mailto:poppy@periodontics.co.nz)



