



THE RICKMANSWORTH DENTAL CENTRE

CORONAVIRUS UPDATE

We have been open and able to provide a service for a few weeks now. Unfortunately, as with most things currently, things are a bit different from how they used to be. This update will hopefully inform you of the new way we are working and what to expect when you visit us. The main thing is to not be worried about your visit to The Dental Centre as we are doing everything we should be doing (and more) to make your visit as safe as possible.

Firstly, we only ask you to attend the practice if you have a pre-arranged appointment. If you want to see us or are having any issues, we ask that you telephone us first. Before we make you the appointment you will be asked a series of questions to assess if it safe for you to attend and your level of vulnerability, so we can tailor your appointment to your needs. We are trying to avoid using the waiting room at the moment, so we ask that you attend as near to your appointment time as possible. We ask that you bring as few possessions with you as is necessary and attend the surgery alone if possible. We ask that you wear a face covering in the building. Please be warned that the toilet facilities are available only in emergency situations. If you have to pay for your treatment, we are avoiding handling cash, so we ask that you bring an alternative option with you. When you attend your appointment, you will again be asked a series of screening questions and you will have your temperature taken. Disinfecting hand rub is present in the reception area and everyone will be expected to use it. If you are wearing gloves, these will have to be removed.

You will then go straight into the surgery, where we will ask you to place any personal belongings in the box provided. For most visits, my assistant and I will be wearing the personal protective equipment (PPE) that they usually wear, as well as an apron and visor. Certain procedures, such as those using the fast drill or mechanical cleaner, produce a fine spray or aerosol that is theoretically more risky. For these procedures we need to wear enhanced PPE (see the picture below). It can look a little intimidating, but please don't be nervous, it's us underneath it all!

Before we start your treatment, you will be asked to have a rinse out with an anti-viral mouthwash. We are currently using a hypochlorous mouthwash. It has an 'interesting' salty chlorine-like taste, but it is completely non-toxic and being used for many applications during the pandemic. We will then carry out your treatment.

When you have finished your treatment and left the surgery, we will then give the surgery a thorough clean, including the box used for personal possessions, before the next patient uses it. If you have had an aerosol generating procedure, we run an industrial extractor fan to remove any aerosol particles from the room, we fog the room with a disinfectant solution and allow a longer gap between patients to allow for extra cleaning time. We have also invested in an air purifier and a particle meter to monitor the level of potentially hazardous particles.

With all these extra measures, together with the normal cross infection control measures that we have always carried out, we are confident that The Dental Centre will be one of the safest places to visit in the current situation. We are also constantly monitoring the situation and will make any changes as necessary.

If you have any questions, concerns or problems, please don't hesitate to contact us. We're back!

Thank you for your patience and understanding in these very strange times. At least now, we are on the path to normality. my team and I are looking forward to tending to your dental needs once again.

Keep well and safe.

Adam Deitsch
(Principal Dentist, The Rickmansworth Dental Centre)

