

07/05/2020

Dear Patient

We sincerely hope you are all well after level 5 lockdown and ready to take the steps back to a different normality.

We are ready to guide you along the new orthodontic pathway.

Our practice protocols are in place according to the Dept. of Health Covid19 disease: infection prevention and control guidelines.

What we do:

We are wearing the correct protective clothing.

We are cleaning, sanitizing and disinfecting each dental chair and work space after each patient.

We are washing the floors at regular intervals throughout the day.

Door handles are disinfected at regular intervals throughout the day.

We are using the scientifically proven sanitizing and disinfecting products: hand sanitizer, disinfecting solutions, wipes as well as autoclave.

Mouth rinse is given to each patient before treatment.

We would like you to:

Help us minimize patient flow

We ask that only the patient comes into the surgery reception as far as possible.

Please wear a mask when you enter the surgery.

Please brush your teeth at home before you come for your appointment.

Please leave your cell phone in your car.

Reschedule your appointment if you have symptoms of infection such as shortness of breath, fever, coughing or if you had contact with suspected infected persons.

We are in process to reschedule the last 2 weeks' patients whom I just consulted telephonically to check progress. All the other patients keep appointments as scheduled unless you are contacted. We will have to consult fewer patients per day, so some appointments will have to be rescheduled. We will give letters for the schools for morning appointments.

I would like you to take note:

A dental practice is a high risk area as we work in the saliva. Some patients might be totally symptom free but infective. We therefore implement our protocols religiously to manage each patient as a potential source of infection and therefore prevent cross infection. I will understand if any patient postpones or reschedules any appointment.

Although we as orthodontists are allowed to work, we are restricted as to what procedures we are allowed to do. At level 4 we are still not allowed to routinely do any aerosol generating procedures and therefore the polishing of teeth is not allowed yet.

Removal of braces and fitment of removable retainers are permitted but we are only allowed to use hand instruments to remove very limited glue. I will therefore have a telephonic conversation with all patients before debonding appointment.

We are perfecting new techniques for fitting braces in a manner that we eliminate aerosol formation and will reschedule these appointments as soon as we are ready.

New patients can be consulted and records can be taken to plan treatments.

Thank you for your continued support. We are looking forward to seeing all your friendly faces back in the surgery for your adjustments of braces.

Kind regards

Dr Marius Coetsee and staff