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## Important information & consent for dental treatment at Smile Design By Ash during Covid-19

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As a practice, we have developed a robust standard of protocols to maximise the safety of dental care that we provide at every visit.

Our dental practice has always utilised personal protective equipment (PPE) that has exceeded all guidelines. However, in light of the Covid-19 Pandemic, we have implemented additional guidelines and protocols to ensure your safety.

We have carried out extensive research based on scientific evidence and detailed global referencing to analyse what clinicians in other European and non-European countries are doing based on international guidelines. We have also looked at many UK published guidelines, and after careful consideration created our own guidelines as a private practice. These have been shared with our team, and extensive training has been provided.

For dental concerns, we will require to carry our relevant diagnostic tests including dental assessments, X-rays, photographs, 3D digital scans, etc. We will then advise you on the appropriate dental treatment, with alternative treatment options as well as risks and benefits. A treatment plan will be made, and treatment consent documents will need to be signed. We may provide you with additional information sheets and brochures that will explain more (these will be emailed to you as we are endeavouring to remain paperless during the Covid-19 period).

### **WHAT WE ARE DOING TO KEEP OUR PATIENTS & TEAM SAFE**

You will see many changes, as we have new ways of scheduling your appointments and managing your financial transactions.

First, you will be contacted 48-72 hours prior to your appointment via phone, text or email and asked a set of health-related questions. It is required that we complete this questionnaire prior to your appointment. **We will have to reschedule your appointment if we are unable to complete this step.**

We will also send you a few links from our software portal; you will need to complete these questionnaires (e.g. medical history, dental survey, etc). Please complete these forms as accurately as you can and send them back to us. This will ensure your appointment will be smooth, and you won't have to wait around at the practice. Below is a list of some of the enhanced precautions we have taken to protect you: -

1. Personalised arrival procedures to guide you from your car directly to the treatment room to eliminate contacting surfaces. Please leave your coat and as many of your personal belongings as possible in the car.
2. We request that you visit the toilet/washroom before you leave home, as we want to minimise the use of our washrooms at the practice.
3. Maintain distancing in the reception area and our practice by 2m at all times.
4. Removal of magazines and items that can harbour or transfer germs of any kind. Hand sanitisers will be positioned throughout the practice.
5. Providing more education materials to enhance your awareness of health issues related to this pandemic (posters on the front door and different areas of the practice).
6. You will not need to wear a mask when you enter the practice, as you will be escorted straight to the treatment room to meet the dentist or hygienist. A mask will be available if you wish to wear one. We will also ask you to wear shoe covers whilst you are with us; these can be disposed of when you leave the premises (a pedal bin has been provided near the main front door).
7. We have placed two protection screens at the reception desk.
8. Requirement of thorough hand washing with soap/water, and hand sanitising before all appointments by our team and by our patients – we will ask you to wash your hands in the treatment room when you first enter.
9. An oral pre-rinse to reduce exposure to germs (we will provide you with a special mouthwash – this is safe and very effective).
10. Record temperature of every patient upon entering the practice.
11. Record the temperature of every team member each morning before they begin work.
12. Payment arrangements in advance to avoid delay and allow contactless exit after the appointment. We request no cash payments at all. Our credit card machine will be covered with clingfilm in case we need to use this, and the reception staff member will wear gloves.
13. Longer appointment times to prepare and complete all appointment tasks and duties in the safest and most comprehensive manner.
14. Enhanced treatment room disinfection procedures of all surfaces between patients.
15. Ambient air management with HEPA 13 air filtration continuously in treatment rooms to remove germs from the circulating air – we have installed the vK401 Radic8 units, which are a leading technology in air filtration units.
16. Additional personal protection equipment like visors, gowns, and special masks for our dentists and team to provide barriers against the smallest of germs.
17. Introduce protocols to reduce airborne aerosols during dental procedures.
18. Enhanced nightly disinfection procedures by our staff of equipment and office fixtures like computers, keyboards, telephones, tablets, chairs, doorknobs, and buttons that may be touched. Additional daily cleaning will be carried out by our cleaning team after work.
19. Disinfection of all outside mail and packages that enter the building.
20. Offering virtual video consultations via Zoom or WhatsApp for new patient consultations, and follow up discussions with patients that have visited us already.

When you arrive at the practice, please call us on **020 85000544** to alert us you are here, and then wait in your car. We will phone you when we are ready to take you to the treatment room. If your signal is not working and you cannot phone us, then please knock on our front door, and one of our reception team will greet you. It is important that you maintain 2m social distancing outside the practice in case there is another patient waiting.

If you are coming by public transport, then please knock on our door or phone us when you arrive. You will be asked to put some shoe covers on, and use hand sanitiser.

When in the treatment room, you will be asked to place your belongings (e.g. handbag, purse, keys and mobile phone) in a plastic box that we will provide – this will be disinfected between patients. You will need to wash your hands with soap and water in the sink that we show you. You will then be asked to rinse 20-30 seconds with a special mouth wash before the consultation or treatment begins.

**AS A PATIENT, WE WILL NEED TO ASK YOU TO GIVE US CONSENT FOR THE FOLLOWING COVID-19 RELATED INFORMATION: -**

I am aware that the current Covid-19 pandemic brings a number of known risks and a number of unknown risks. I have chosen to seek dental treatment at Smile Design By Ash during the pandemic in the knowledge that much is still unknown about the virus.

I understand that the coronavirus that causes Covid-19 has a long incubation period during which time carriers of the virus may not show symptoms, yet may still be contagious. I also understand that some people may have the virus, but may not ever have any symptoms. I therefore understand that it is impossible to determine who has the virus, and I understand that I assume that anyone anywhere could be infected and infectious.

I understand that at Smile Design By Ash, the dentists and staff will be carefully checking my medical health, my main dental concerns, and analyse the risk factors associated with the provision of dental treatment. Treatment recommendations will be made, and then I will make an informed decision about what to do. I am aware that I have the option to go to an Urgent Dental Care centre locally which has been set up by the NHS, or indeed not to have dental treatment.

I confirm that I am not currently suffering from any of the following symptoms of Covid-19 and I have not suffered from any of these symptoms in the last 7 days: -

- Fever (a temperature of 37.8 degrees centigrade or above)
- A new persistent cough
- Sore throat
- Shortness of breath and breathing difficulties
- Flu-like symptoms
- Severe pneumonia
- Loss of taste and/or smell

I confirm that I have not knowingly been in close contact (within 2 metres) of anyone suffering with any of these symptoms in the last 14 days.

I confirm that I am not waiting for the results of a laboratory test for the Covid-19 virus.

I verify that I have not returned to the UK from any country outside of the UK whether by car, air, ferry, bus, or train in the last 14 days.

I understand that receiving dental treatment means that the UK government's instruction to maintain social distancing of at least 2 metres is not possible during the actual dental treatment.

I confirm that I am not in a high risk category including diabetes, cardiovascular disease, hypertension, lung diseases including moderate to severe asthma, being immuno-compromised, having active malignancy or over the age of 70.

Under certain circumstances, if I fall into one of the above high risk categories and have carefully discussed with the dentist, I understand that certain dental care may be provided – this will be reviewed on a case by case basis.

### **PPE CHARGE**

As you can see, we have taken extensive measures to improve safety at Smile Design By Ash. It is impossible to completely eliminate the risk of Covid-19 (as with any other shop, restaurant or business). However, we feel confident that we will do everything we possibly can as a Team to absolutely minimize chances of virus transmission.

Many practices that we know will be charging extra fees for PPE measures (e.g. £35-£50 per treatment). As a practice, we have decided to reduce the extra charge to our patients for the PPE and investment we have made (e.g. air filtration units).

We will be charging only £10 extra for a Hygienist visit, and £20 for a treatment visit (e.g. filling(s), root canal treatment, extractions, crown and bridge work, porcelain veneers, etc). We will not charge an extra PPE fee for short appointments related to checkups, reviews and Invisalign review appointments, which do not involve AGP\* (aerosol generated procedures).

*\*AGP procedures include use of the dental drill, Ultrasonic cleaning of the teeth and gums and the use of our “3 in 1” air and water syringe. Non AGP procedures include examinations, X-rays, and simple extractions.*