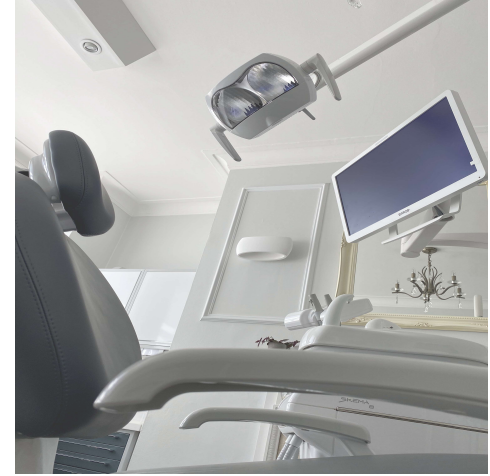


A pink toothbrush with white bristles is positioned diagonally across the frame, resting on a white dental model of a tooth. The background is a light, speckled surface. A semi-transparent white rectangular box is centered over the tooth model, containing the text.

*Bloom and
Gonsai Dental*

REOPENING POLICY



POST COVID-19 REOPENING POLICY

This policy has been created based on multiple updated sources from within the dental and medical professions, the government and from leading experts from around the world. .

It outlines the modifications to our normal procedures that we intend to employ once the practice can be reopened after the COVID-19 pandemic peak has subsided.

It is not known at this time whether these procedures are temporary or whether they will become a permanent feature of the way dental practices must be run to ensure patient and staff safety in the future.

The worldwide COVID-19 pandemic is still being evaluated and studied and policies and recommendations are likely to change in line with new scientific evidence over time. We will of course keep you updated of any changes that affect how your care at the practice is delivered.

We would like to thank all of our patients for their patience and forbearance during the period of temporary practice closure and for their understanding and cooperation whilst we implement new measures at the practice.

We will of course be providing dental care to all of our patients in the safest possible environment. We thank you for your consideration and understanding as we implement these procedures so that we can continue to provide you with your care safely and into the future.

PROVISIONAL TIMETABLE

The practice will reopen patients who require essential dental treatment on Monday, 8th June 2020.

We will be extending care to other patient groups as the lockdown restrictions are eased further.



Our initial aims are to be seeing:

- Patients with emergency problems or other dental problems that require urgent assessment and treatment;

As the lockdown restrictions are lifted further, we plan to see:

- Patients with treatment that was not completed prior to the lockdown;
- Patients who were due for routine examinations and hygienist visits during the period of closure;
- Patients who are due orthodontic reviews and surgical planning

PATIENT COMMUNICATIONS DURING THIS PHASE

We will be contacting patients and confirming appointments ahead of their scheduled time.

We request that all patients who are attending update their medical history forms beforehand. These forms are now available in electronic form on our website and through a link that we can provide by email as we are no longer able to use paper forms.

The assessment forms include a new section which will allow us to assess your level of risk for coronavirus infection before you attend the surgery.



NEW MEASURES TO REDUCE THE RISK OF COVID-19 TRANSMISSION

The normal cross infection control protocols at Bloom & Gonsai Dental providing protection against all previously known pathogens are already woven into all clinical activity carried out the practice. We remain proud of the high standards we maintain for the safety of both staff and patients at all times.

It should be remembered that a dental practice is already a very clean environment compared to public areas and there is no evidence of COVID-19 transmission occurring in increased rates in dentists or their staff.

We have collectively evaluated all of the updated guidance and observed what measures have been put in place elsewhere around the world to learn from the best. We are confident that the measures which are outlined in this policy will reduce risk to the minimum level at the practice.

Please rest fully assured that all of our clinical staff will also be complying with our updated procedures to reduce the risk of cross infection in both directions.

BEFORE ATTENDING AT THE PRACTICE

We will carry out a pre-attendance assessment by your completed medical history at least 3 days before your appointment and, if necessary, a follow-up telephone conversation or online consultation to assess relative coronavirus infection risk. Our staff will contact you to remind you of this if we have not received your completed forms. If you have any difficulties with completing the form we can help you with this over the phone. For those of you requiring treatment, one of our dental team may also carry out a video consultation with you to assess your dental problem prior to your visit so that a treatment plan and cost estimate can be sent to you.

If we feel that you are at risk of possibly having been infected, even if you are asymptomatic, we will respectfully request for you to delay booking any appointments with us for at least two weeks. If we do not receive the completed questionnaire in time and we are unable to contact you, we may need to cancel your appointment as per guidance on maintaining safety standards as set out by the governing bodies. You may be charged for the appointment if we are unable to fill it at short notice as per normal terms conditions..

We recommend that patients in the high risk groups for developing complications for coronavirus delay non-essential dental treatment for as long as possible until the trend of the pandemic becomes clear. If you are in a high-risk group and do require treatment we will schedule your appointment beginning of the treatment session. To find out whether you are in a high-risk or very high risk group please visit [here](#).

Bloom & Gonsai Dental will be operating contactless payment systems going forwards, and we will request that payment is made online or over the phone for your appointment prior to you attending. This reduces the requirement for necessary contact or the use of pin entries in card terminals reception.

When travelling to the practice, we would recommend that you attend alone and limit close contact with other members of the public as far as possible. On entering the building you will be met and shown straight up into the surgery. One adult is able to attend with their child. Please do not bring additional family members with you unless they are happy to wait in the car or outside the building.



ARRIVING AT THE PRACTICE

When you attend the practice, the front of house staff will welcome you and ask you to clean your hands using the hand sanitiser station situated just inside the entrance of the building. We will take your temperature with a no touch thermometer. If your temperature is above 37.5° C, you are unable to enter the clinic facilities and will be asked to return home and self-isolate as per current government guidelines.

We require you wear a mask when in the building and are happy to provide this if you do have one with you when you arrive. Please be aware that you will need to continue to wear this at all times whilst remaining in the building, except for treatment procedures, to maintain safety standards set out by the government affecting all clinical settings.



Our intention is to minimise waiting inside the building in accordance with best practice at this time. Accordingly appointments will be staggered so that patients do not arrive/leave at the same time as other patients as far as we are able to manage given the multi-use nature of our building.

When using the restrooms, please do your best to ensure that you leave the facilities as you would expect to find them and wash your hand thoroughly. The restrooms will be regularly disinfected between patients .

If you are well, we will direct you straight to the surgery and request that you do the following before or during your appointment:

- Thoroughly cleanse your hands for 30 seconds with the antiseptic hand wash provided before entering the clinical rooms.
- We will ask you to use a Hydrogen Peroxide mouthwash before some dental treatments are provided



PRACTICE PROCEDURES

As you would expect, the team at Bloom & Gonsai have used this period to critically evaluate every aspect of our practice facilities with a view to removing all non-essential items that may potentially pose a risk of transmission.

You will find that the practice may appear to be quite bare when you attend.

We regret that during this interim period, front of house will not be offering you our normal tea and coffee services in the interests of reducing all opportunities for cross infection to a minimum.

All clinical and common areas including door handles and surfaces will be regularly disinfected in addition to our normal surface cleaning protocols between patients.

Bloom & Gonsai Dental will be providing a buffer period between patients to allow additional time for additional decontamination procedures, allow for any treatment overruns, and allow preparation time for the next patient so that any time spent in the waiting room is minimised.

All future appointments will be made and confirmed by email or telephone to limit your time spent at reception.

DENTAL PROCEDURES

All dental staff will be using personal protective equipment (PPE) in line with current recommendations and evidence.

We apologise in advance for the necessary reduction in social interaction that this will necessitate. Whilst our masks may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!



We are especially mindful that many dental treatments are aerosol-generating procedures (AGP's). It is difficult for us to carry out some dental procedures without generation of some level of aerosol. Aerosol suspended in the air is a theoretical source of infection which we obviously wish to keep to a minimum. Currently the dental literature suggests:

- Our use of our normal high-volume suction reduces aerosol production by over 90%.
- The use of dental rubber dam where possible reduces bio aerosols by a further 30 to 90%
- Our regular surgical facemasks filter approximately 60% of remaining airborne particles.
- FFP2 and FFP3 masks filter 94% and 99% respectively of airborne particles in both directions (patient to clinician and clinician to patient).

We therefore feel that our normal dental procedures with the appropriate PPE can be carried out with minimal risk, maintaining safety levels throughout providing your care.

In addition to this we have installed air purification units which filter the air actively on a continual basis. On average these will completely filter and refresh all of the air within each of our clinic rooms at an interval of every 8 minutes and have been proven to be 99.999% effective in the removal of all airborne pathogens, including coronavirus. This technology is currently in use throughout many of the leading hospitals around the world.

Despite the financial impact of the coronavirus, Bloom & Gonsai Dental will not be increasing its normal fees unless absolutely necessary.



Summary:

The vast majority of our patients are otherwise healthy without coronavirus infection and we are confident that we are able to provide dental care for these patients in as normal an environment as possible while bearing in mind our responsibilities to mitigate risks of infection spread as far as is practically possible.

This policy will be constantly reviewed and updated as necessitated by circumstances over time.

If you have any questions regarding this policy or about your dental care at Bloom & Gonsai Dental please contact us at bloomandgonsai@aol.com.

With Kind Regards,

Bloom and Gonsai Dental