**Drumcondra Village Dental**

***What else will we do to protect you?***

Our normal high standards of ***infection prevention & control*** measures will continue, added to by:

1. Air purification & disinfection technology, supporting locally based company

<https://www.novaerus.com/>

2. Extra disinfection and sanitation of clinical and non-clinical areas in our

practice building with the very safe technique of Hypochlorous acid fogging

3. Temperature checks and COVID-19 questionnaire screening for all staff

(twice daily), patients, and anyone else who is admitted to our practice

4. Masks and hand sanitiser for patients on arrival

5. Increased level of PPE for staff and some for you too to a lesser degree

while you receive treatment!

6. Extra infection control barriers in our treatment rooms and more frequent

use of rubber dam and high-volume suction to reduce aerosol risk

7. Regular surface disinfection of common areas e.g. door handles and pushes,

light switches, banisters, bathrooms, chairs etc

8. Zoning of our surgery rooms into treatment room zones and separate

assessment room zones, with separate external access for each.

To adhere to ***social distancing principles***, as much as is feasible in the practice of dentistry, we will be operating:

1. An appointment only service

2. All enquiries should be made by phone or email, not by dropping in

3. A no waiting room policy

4. Staggered appointments as mentioned previously

5. Specific dedicated times for appointments for our senior citizens and other

vulnerable groups

6. Specific dedicated times for appointments for healthcare workers

7. Initial remote assessment and occasionally treatment of dental problems by

Teledentistry, which involves phoning or video calling you

8. Advance form filling via email and advance payment from home

9. Social distancing amongst staff as much as is feasible

10. A no hand shaking policy, unfortunately, which used to form part of our

subconscious, friendly, and particularly Irish way to greet each other!

11. Visible reminders of the need for frequent and adequate hand hygiene,

correct respiratory etiquette and social distancing

***What will happen when you contact us?***

 Our team will ask you about the nature of your enquiry e.g. routine or

higher level of urgency

 You will be allocated an appointment for treatment or further assessment

by a dentist, either by video call with a dentist, or in surgery

 On booking your appointment, we will inform you of the cost of the

proposed treatment and ask you to make payment in advance. Our

treatment fees will have increased somewhat due to increased operating

costs, but this will be kept under review as our collective COVID -19 risk

lowers

***How should you attend the dental practice appointment?***

 Come alone, unless you are a child, or an adult who absolutely needs a

companion

 Try not to arrive early

 Wait in your car until we confirm we are ready to invite you directly into

the treatment or assessment room, leaving your jacket in the car

 We will open the door and guide you in, so you do not have to touch any

unnecessary surfaces

 Do not bring excess personal belongings with you e.g. shopping, luggage, or

any large bags

 Please ensure you have used the bathroom facilities at home and brushed

your teeth at home, we are now reserving our bathrooms for urgent use only

 Use hand sanitiser provided on arrival & put on the face mask provided

 We will ask you to place your keys/bag/wallet into a transparent locked

box. This will stay in the room with you at all times, during your treatment

or assessment

 Once in the treatment room, we will give you some light PPE and ask you to

remove your face mask

 We will ask you to rinse for 1 minute with a pre-procedural hydrogen

peroxide mouth rinse

 On completion of your dental treatment, we will ask you to replace the face

mask from earlier and we will escort you out of the surgery

 If you would like to discuss your treatment plan, referral, or post-op advice

we will be happy to call you in this regard. Any associated documentation will be emailed.

Thank you again for your patience and understanding,

**Niamh and all the team @ Drumcondra Village Dental**

**Still caring for your smile**

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