

## Covid-19: Additional measures taken in the practice

In light of the Covid19 pandemic and its possible threat on our lives and healthcare system, it is necessary to do our part in maintaining the “New Normal”. In order to minimise any potential risks, we have introduced a few additional protocols to ensure the health and safety of our valued team members, to do our part in reducing possible community transmission.

The Dental Retreat has always maintained very high level infection control standards and protocols. At this time we increased our health and sanitisation procedures to include our reception area, hallways and common areas including our surgeries. Below we have outlined some of the changes we have made and some measures we will ask you to take as part of our role in minimising potential community spread.

For the safety of our patients, team members and community we have implemented these additional measures within the practice:

- We also kindly ask you to check in with the QR code on arrival. Our staff can assist you with registering if you do not have a smart phone
- Wash or disinfect your hands with sanitiser on arrival. There is sanitiser in the reception area. Soap and water are also an option and if it is your preference, please make your way to our patient bathroom.
- Regular cleaning: to include all door handles, surfaces, EFTPOS machines, communal areas are done.
- In the Reception Area you will notice all magazines have been removed, chairs are spaced at the recommended 1.5m distance apart and we are serving water only in disposable cups. If you prefer to wait in your car please ring us to let us know that you have arrived and we will let you know when your clinician is ready to see you.
- Our dentists and nurses will be wearing masks in our reception area and surgery depending on the recommended restrictions by the Government and the Australian Dental Association.
- **MOST IMPORTANTLY** – Please inform us if you are awaiting a Covid test result, have symptoms, are a close contact, been in a hotspot/exposure site or have travelled interstate within the last 14 days. Please stay at home if you have a fever, cough or difficulty breathing, seek medical attention and call us in advance to reschedule your appointment.

If you have any concerns to make an appointment, kindly call us on (03) 9459 7190.

Keeping us all safe at this time is our top priority and we appreciate your assistance with this.

Thank you,

The Dental Retreat Team