



## **Covid-19 Patient Information**

The safety of our patients and staff alike continues to be the number one priority for the entire team here at Blackrock Dental. Cross Infection Control of the highest standard is a cornerstone of daily dental practise. This document outlines the extra policies and procedures that we have implemented in our practice in response to the Covid-19 pandemic.

- You will be triaged on the phone or by email prior to attending the practice. You will be asked to confirm that you have no symptoms of Covid-19 and have not been in contact with a confirmed case in the past 14 days.
- Unfortunately, if you are experiencing any symptoms, or have been in contact with a confirmed case, then the appointment will have to be rescheduled for 14+ days, or until you have been tested and cleared for treatment by your GP.
- Please come alone to the appointment if possible.
- Social distancing – Our appointment booking protocol has changed to ensure that there is enough time allowed between appointments to thoroughly disinfect the practice. Our aim is to only allow one patient in the practice at a time to comply with social distancing guidelines. This will result in a significant reduction in the number of patients that we can see in a day. As such you may have to wait slightly longer for an appointment – please bear with us in this regard, it is for your safety.
- When you arrive at the practice, you will be asked to wait at the top of the stairs. There is a floor sign at the top of the stairs, please wait here.
- The receptionist will greet you at the top of the stairs and record your forehead temperature.
- Unfortunately, if your temperature is above 38 you will be asked to go home and contact your GP. Under the new Covid-19 testing guidelines, a fever alone is a positive symptom to warrant a Covid test.
- If your temperature is below 38 you will be asked to sanitize your hands using the hand sanitizer dispenser located outside the hall door before entering the practice.
- You will be directed to the waiting room and asked to complete the Covid-19 consent form.
- In the unlikely event that there are two patients in the waiting room, you will be asked to sit at opposite sides of the room and to maintain a two-metre distance.



- The waiting room will remain fully cleared of all magazines, toys, flyers etc. This is to prevent cross-contamination on items that cannot be disinfected adequately.
- Our nurse will collect you and the consent form from the waiting room and direct you to the surgery.
- While you are in the surgery, the receptionist will disinfect all surfaces that you may have potentially touched. The doorbell, door handles, handrails, watercooler, coffee tables, seats, pen, clipboard, iPad, bathroom light switch and all surfaces in the bathroom area.
- Upon entering the surgery, you will be asked to rinse for 30 seconds using the prepared mouth rinse of 1% hydrogen peroxide. Hydrogen Peroxide mouth rinse is a disinfectant agent that has been shown to dramatically reduce the number of bacteria and viruses in the oral cavity.
- The window will be kept open to keep the surgery well ventilated.
- The staff will be wearing personal protective equipment (PPE). Please do not be alarmed by the extra protective gear, these measures are necessary to ensure the safety of all the staff.
- **Air Purification** – Airdog air purification systems ([www.airdog.ie](http://www.airdog.ie)) are being installed in both dental surgeries. Airdog systems have been shown to be the most efficient plasma air purifiers in the fight against airborne viruses. Independent test reports verify 99.9% virus and bacteria elimination, safe and effective, and environmentally stable. These purifiers will clean the air in the surgery every 8 minutes.
- The dentist will be using a 'Rubber Dam' for most dental treatments. A Rubber Dam is an isolation device that not only offers better visibility for the dentist to focus, but most importantly, also keeps bacteria and saliva far from the treatment area to prevent infection and contamination through aerosol generation.
- The nurse will be using the high-speed suction as close as possible to tooth being worked on, this is to reduce water spray and aerosol generation.
- The most important cross infection control procedure remains our hand hygiene. We have new hand anti-septic soap dispensers installed next to all sinks for hand washing.
- When the appointment is complete, we would ask you to please stand at the designated line to keep the two metres distance from the desk. We would encourage card payments as much as possible.
- When you leave the practice, the entire place will be thoroughly disinfected prior to the arrival of the next patient.