

Re-Opening Patient Information

We would like to thank you all for your support and understanding during the COVID-19 pandemic practice closure. As a team, we have tried to provide as much reassurance and comfort as possible through our telephone triage system.

As you will be aware, we have been informed that dental practices may re-open for appointments from 8th June 2020. Due to the essential re-design of our practice procedures, protocols, necessary re-training and the need for extended types of PPE, we will start seeing patients from the following week, 15th June 2020. We will phase our re-opening as follows.

We have a list of patients that have contacted us during the last 2 months with pain or discomfort and these will become our first priority. Then all patients who were cancelled, will be reappointed in the same order. And finally, working up to seeing patients who are due to start treatment with us or who may need “aerosol generating procedures” (where we need to use a dental handpiece of a three in one water/air tool)

It is important to reduce the number of patients in the practice so that social distancing is possible and for this reason the number of patients we see each day will be limited. To help with this and to reduce your person to person contact in the practice we will be doing things somewhat differently.

This is very much to keep you and our team safe

We will email you a pre-appointment pack prior to your visit – this will contain a lot of information – a medical questionnaire, a COVID-19 assessment, information about attending the practice, consent to treatment and payment by phone prior to your visit if a charge is necessary. This will need to be signed digitally and will automatically be returned.

We will telephone you one working day prior to your appointment to check that you are still well and answer any questions you may have.

We will keep a “closed door” policy, asking you to wait outside until invited into the practice. Appointments will be staggered, leaving enough time for disinfection between patients.

Only the patient who has an appointment will be allowed into the practice. Whilst we understand you need to bring your child to an appointment, we respectfully asked you to wait outside. Please let us know if you have any concerns during the telephone call the previous day.

We will ask each patient to hand sanitise on arrival. Please do not bring anything into the practice e.g. bags, phones etc.

If you need to buy anything, brushes, wax etc, please let us know during the call and we can have this ready for you. We would appreciate prepayment where possible.

It is hoped that the orthodontist in surgery will be ready for you on arrival but you may need to wait in the waiting room.

Our orthodontists, therapists and nurses will all be wearing more personal protective equipment that you will be familiar with so please don't be alarmed, this is for the safety of everyone.

Due to COVID-19 restrictions, we will only be able to carry out limited treatments but this will be explained at the time.

You will be asked to sanitise your hands when leaving the surgery.

We will ask you to leave the practice through the door at the bottom of the stairs without going into reception.

If you need a chat about your treatment, your appliance or tooth brushing, we will call you at home and do this via a video call.

Despite all the precautions, we are still the same team and here at Melton Orthodontics we will always have your best interests at the heart of everything we do!

Please bear with us through these very demanding times and it will be with some relief when things return to a more normal situation.

Wishing you and your families all the best

Melton Orthodontics