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Dear Patient

### HELPING TO KEEP YOU SAFE: OUR PRACTICE'S POLICY REGARDING COVID-19

Dental practitioners provide frontline services during the Covid-19 outbreak. Face-to-face communication with patients and the generation of significant amounts of droplets and aerosols during routine dental procedures pose a potential risk of transmitting the virus.

We all have a role to play in helping to combat the spread of the coronavirus. Know that we are taking additional precautionary measures and that we will do our best to protect you and ourselves. Yet, despite all our efforts to disinfect the practice, the direct and suspected viral load should be limited to the benefit of us all.

To prepare for your upcoming appointment with us, you need to answer these three questions:

- Do you have any flu or common cold symptoms – like a temperature, coughing, sneezing, a runny nose, postnasal drip, sore throat or muscle soreness?
- Do you have loss of smell or taste?
- Do you have any direct contact with a person who is currently ill or suspected ill with Covid-19?

If your answer to any of these questions is YES, please reschedule your appointment.

### ADDITIONAL PRECAUTIONARY MEASURES WILL BE FOLLOWED WHEN VISITING OUR PRACTICE

If your answer to all three of the above questions were NO, this is what you can expect when you arrive for your appointment:

- Please wait in your vehicle if you notice other people are waiting in our reception area. We will call you if you prefer to wait in your vehicle until we are ready.
- Wear a clean face mask.
- Come alone where possible.
- Put on the supplied shoe covers.
- Sanitise your hands with the sanitiser provided.
- Adhere to social distancing and keep conversations to a minimum.
- Change shoe covers when exiting the toilet/washroom. Wash your hands and sanitise at reception or in the surgery.
- We will supply a head cover and explain the additional measures once you enter the clinical area.

We appreciate your cooperation and apologise for any inconvenience caused.

Yours sincerely

Dr Paul van Zyl