

24 April, 2020

Dear Patients,

I do hope that you have remained in good health and well-being during this somewhat uncertain period.

I am writing to update you on the Australian Dental Association's recommendations of a return to Level 2 restrictions on Monday 27th April 2020.

What does this mean?

The Family Dental Practice will be able to provide **routine dental treatment, as well as urgent and emergency dental treatment** using rubber dam and following standard precautions thus minimising the risk of transmitting viruses including the Novel Coronavirus. The main services that we are currently unable to provide are scaling and cleaning.

Please stay at home if you feel unwell. If you have a fever, cough, sore throat, or difficulty breathing.

Precautions will continue to take place at the Family Dental Practice to ensure patients and staff safety during the COVID-19 pandemic.

1. A staff member will phone the day before your appointment to triage you
2. We request that **ONLY** the patient attends the dental surgery. If a patient has a carer or is a minor, they will require accompaniment.
3. Social distancing will be followed in the practice with one patient in the waiting room unless they are from the same family.
4. You will notice there are no magazines or toys in our waiting room, allowing you to enjoy Channel D on our new television.
5. On attending the surgery your temperature will be taken.
6. On entering the dental surgery, you will be required to use an alcohol-based hand rub
7. Prior to commencement of treatment you will be given a pre-procedural mouthwash.

[Our aim is to help reduce the risk of community transmission of COVID-19. The Family Dental Practice takes the safety of our patients, our staff and their families very seriously.](#)

We look forward to returning to offering all dental procedures on Level 1 in the near future. If you have any questions in regard to this information, please do not hesitate to contact us.

Stay safe everyone!

Kind Regards,
Dr Fiona Gallagher