

Dear patients, in response to the COVID-19 pandemic:

IMPORTANT REMINDER: if you have an increased risk of carrying the coronavirus, please do not attend the practice, and instead contact us via phone, email or the contact us page of this website if you have an upcoming appointment. Risk factors include:

- returned from overseas in the past 14 days; or
- ANY flu-like symptoms such as fever, cough, sore throat or shortness of breath; or
- you have had close contact with a confirmed or probable case of COVID-19

All dental practices including Midwestern Dental Specialists, adhere to extremely high standards of infection control, making them very safe places to attend. However, we choose to exercise an increased level of caution for the safety of our patients, our team and our community. We continue to implement additional safety and hygiene procedures for the foreseeable future, including:

- Pre-appointment screening as outlined above
- Hand sanitiser for use prior to entry and within reception area
- Minimising the number of people in the waiting room.
- Removal of magazines and non-essential items from reception to minimise contact transmission
- Countertops, door handles, stationery and bathrooms disinfected regularly
- Pre-procedural mouth rinse for patients undergoing treatment that will generate aerosols

What can you do to help?

- Social distancing whilst in the building
- Please **avoid bringing accompanying persons** unless absolutely necessary (eg. Carers, parents/guardians, interpreters)
- Please **do not arrive more than five minutes early** to your appointment
- Please consider **waiting in your car** and we will call your mobile when your specialist is ready to see you
- For initial appointments, medical questionnaire paperwork can be collected from reception and completed in your car to the best of your ability. Our staff are more than happy to help over the phone if needed

We understand that some of the measures taken will be an inconvenience, but we are all in this together working towards a common goal. At MWDS, we are doing everything we can to remain fit, well and able to work so that we can provide the highest standard of dental care for you. Please don't hesitate to ask one of our friendly staff for assistance with any aspect of these guidelines or anything else relating to your upcoming visit to our practice

Thank you for your support in keeping everyone safe and healthy.

The team at Midwestern Dental Specialists

**This notice is reviewed regularly and updated when new information or policies come to light.