

Easing Back to Level 2 Restrictions:

The government has announced that we will be able to return to seeing you from Monday 27th April 2020. We will be operating under Australian Dental Association Service Restrictions Level 2.

This means we will be able to carry out procedures where aerosols are not required. Procedures requiring aerosols will still need to be delayed.

All social distancing measures will still be in place as before the shutdown. Hand sanitizer, mouth-rinsing and temperature measurement precautions will be in place for patients. Social distancing measures will remain in place.

We understand that you will be excited to be able to attend for your appointment, however, we ask that you please do not call us to arrange an appointment unless requested this week, as this will inundate our phones and reduce our efficiency in rescheduling everyone. Please email us instead this week at coombeortho@gmail.com. We have prioritized all procedures and will see the most urgent cases first. From Monday please feel free to call as normal.

Health and Hygiene

The safety of our patients, staff and community remains our top priority. We will continue to practice our highest level of infection control procedures to give you confidence to attend for treatment and advice safely.

Social distancing:

When attending your appointment only the patient is to enter the clinic unless for a minor that needs to be accompanied by one adult, no siblings, friends etc allowed. Please remain in your car if you do not need to come in to the clinic.

Waiting room and Handwashing:

Hand sanitizer is available in our waiting room for you all to use or you may wash your hands with soap and water before entering the clinic. Your temperature will be checked before entering the clinic. We are cleaning and sanitizing common places and surfaces regularly.

Technology:

We have the benefit of technology for our patients and staff. What makes us unique is that we have used remote treatment monitoring for a while now. These technologies were implemented for patient convenience, continuing to use this technology will continue to be important to avoid unnecessary contact.

Precautions:

If you or your families fall into a risk group including members of the public who are immunocompromised, have heart disease, lung disease, diabetes, or are over the age of 60, you are to call our office to discuss your specific treatment needs. These health precautions may cause inconvenience in the form of ongoing delays in the completion of treatments but the health of all members of the community is the number one priority.

If you have a cold, flu, runny nose, cough or believe you may be coming down with any respiratory illness, as a courtesy to other patients and our staff, please telephone us to reschedule your appointment.

If you have had near contact with a person with confirmed COVID-19 while infectious, you must self-isolate at home for 14 days after contact and reschedule your appointment.

If you develop respiratory symptoms or fever, please call National Corona Virus Help Line [1800 020 080](tel:1800020080)

We all greatly appreciate your amazing patience and understanding through this entire process of restrictions, shutdown and now easing back to restrictions. We all look forward to getting back to a new normal for now and seeing you all again soon.

Yours Sincerely,

Dr Coombe and the Coombe Ortho team.