

We continue to see patients, but in reduced volumes and in a spread-out fashion so as to allow low volume and social distancing and to ensure safety to both patients as well as staff members.

Please note that we do not make use of aerosol generating procedures and allow for proper ventilation in our offices.

All staff are routinely monitored for symptoms (on a daily basis), and all patients are screened before they are allowed inside the practice.

Please notify us before your appointment if you feel sick, have tested positive for COVID-19 infection, or have symptoms of: fever ( $\geq 38^{\circ}\text{C}$ ), cough, sore throat or shortness of breath; or if you have recently been in contact with a positively tested COVID-19 person (within the last 10 days) – you will then have to postpone your appointment for at least two weeks (14 days).

### **Important protocols to remember regarding your appointment:**

1. Please **notify** us before your appointment if you are sick, have tested positive for COVID-19 infection, or have symptoms of: fever ( $\geq 38^{\circ}\text{C}$ ), cough, sore throat or shortness of breath; Or if you have recently (within 10 days) been in contact with a positively tested COVID-19 person – you will have to postpone your appointment for at least 2 weeks (14 days)
2. Upon arrival please **wear** your own **face mask** and sanitize your hands (we will provide hand sanitizer) or wash your hands at our facilities using the correct protocol.
3. Keep your mask on (this is for respiratory hygiene control measures) until you are permitted to enter the clinical area; After seating yourself on the examination chair are you permitted to remove your face mask
4. Keep 1,5 m distance (or more) between you and others where possible

5. Adhere to **cough etiquette** whenever you are not wearing a mask: cough into a tissue which you dispose of immediately or cough into your elbow with your arm bent (this also applies to sneezing)
6. **Do not touch** cleaned instruments or surfaces
7. **Only** patients will be allowed into the clinical area: parents/family members/au pairs/friends may not accompany them (this measure is necessary to allow social distancing and to decrease inter-person contact and people volume)
8. Parents are recommended to wait in their cars where possible
9. **Refrain** from touching your face (eyes, nose and mouth)
10. **Disinfect** when back at home again

### **Measures that we implement to keep everyone safe:**

1. Screening of patients upon arrival: questioning, taking temperature, providing hand sanitizer (70% and higher - alcohol based)
2. Disinfecting surfaces including dental chairs
3. Sterilization of instruments and proper infection control
4. No aerosol generating procedures
5. Restricting the number of patients (decreasing patient volume) – only 1 deband (removal of braces) permitted per day
6. Clinical personnel wear PPE (personal protective equipment) to keep everyone safe: gloves, masks (N95 or better), eye protection, and gowns (where appropriate)
7. Use of high-volume suction for removal of bonding cement from teeth (aerosol free method)
8. Safety shield installation in reception area and office
9. Applying cough etiquette and respiratory hygiene
10. Facilities to wash your hands and sanitize (disposable hand paper towels instead of cloth towels)

11. Additional professional disinfection of the practice 2x per week by an outsourced cleaning company

For more information on the corona virus pandemic please visit:

<https://www.sada.co.za/>

<https://www.saso.co.za/>

<https://sacoronavirus.co.za/>