

COVID-19 CORONA VIRUS Practice Arrangements

Dear patient,

The public health guidance we have all been given is to keep children off school and self-isolate as much as possible. In line with this public guidance, we have taken the decision to close the practice (**except for emergencies**) until further notice.

We aim to open again as soon as possible based on the public health advice we receive. This will be reviewed on a daily basis.

We understand this can be a worrying time for us all. So, with this in mind, we have prepared this Q&A sheet to answer some common questions which may arise.

We have rescheduled all appointments at present to June 2020 and if you would ring the practice over the next few weeks our reception team will advise you of your new scheduled appointments.

Please bear with us if you are struggling to get through to us as our phone lines are extremely overloaded at present.

Common Questions:

- **Why has the practice reduced to an emergency service only?** The practice has reduced to emergencies only as we feel this is how best we can protect the staff and public during this challenging time. Also, it is possible our clinicians may be redeployed to other areas of the NHS to assist the fight against the virus and we want to be available to help.
- **Will you be open for emergencies? Yes.** We will be open for emergencies (this only includes patients in pain) between the hours of **9am-11am** during our normal working days. If you have a problem with your retainer or part of your brace is causing pain or an inhalation risk, then contact us in the usual way. We can be contacted by phone **01706 527700** and also by email.
Please note that a broken bracket is not an emergency and can wait until the practice re-opens.
For emergencies outside normal hours, please contact NHS out of hours on **0161 476 9651**.
If you have had symptoms of the virus such as cough and/or fever and have a dental emergency, then please self-isolate and contact NHS **111** for advice.
- **Is the practice dangerous?** No.
We have very high standards of cross infection control. The decision has been taken to conform with the social isolation advice given by the government and public health advisors.
- **How do I contact you?** If you have an emergency, you can contact us on our usual practice number **01706 527700**. We will be available by phone during our normal working hours. Please only call us if you have an emergency. Other enquiries are best submitted by e-mail lisa.bamforddental@gmail.com We will get back to you as soon as we can.
- **What is a brace/retainer emergency?** If part of the brace is causing pain, or you are worried you may swallow or breathe it in, then please contact us. Another example

would be a lost or broken retainer which no longer fits. If you are not sure, you can call us for advice.

The wax covering of a Baby-Bel or Edam cheese can make a good alternative to orthodontic wax to put on something sharp.

A broken/loose bracket which is still attached to the wire is not an emergency and can wait.

- **I've got a loose bracket, should I call you? No,** please see the previous answer.
- **When will you open again?** We don't know. We are preparing for the closure to run to June 2020, but this could be sooner or later depending on the public health advice we receive. We will contact you as soon as possible when we have this information available.
- **My appointment has been cancelled. When will I be seen?** We will be contacting patients with existing appointments to inform them of their new rescheduled appointments. Unfortunately, we will contact you as soon as we know the date we can re-open.
- **The new appointment I've been given isn't convenient, what should I do?** You can contact us to rearrange it. If possible, please do not phone us to do this. It is better if you email us on lisa.bamforddental@gmail.com
We will be operating a skeleton staff and want to prioritise the phone for emergencies. We check the emails several times each day and will get back to you as soon as we can.
- **Won't this affect my brace treatment?** There will inevitably be a delay in the progress of your treatment. However, most appliances are safe and stable to leave for many months if a good standard of toothbrushing is well maintained. Our clinicians have checked the clinical notes progress of everyone affected to make sure.
- **What about the elastics I'm wearing?** You should continue wearing your elastics until the date of your original appointment. Then stop and keep safe any elastics you have left over. This puts the brace in "park mode". then contact the practice for advice. It would be helpful if you took a selfie of the bite and emailed it to us too.
- **My brace is removable. Should I still wear it?** Yes. You should continue wearing your removable brace as instructed.
- **I've been told to turn the key of my removable brace. Should I still do this?** Yes. You should continue to do this but stop the turns on the date of your original appointment.
- **What about my retainers?** Keep wearing your retainers as you have been advised.

- **I've broken/lost my retainer what should I do?** You should call the practice for advice.
- **I was due to be seen for a first appointment.** Will I go back on the waiting list? No. Your appointment will be rearranged and prioritised accordingly.
- **I've had symptoms of the virus and am having brace/retainer problems. What should I do?** **Do not** come to the practice. Self-isolate and call NHS 111
- **I've had teeth out but no brace fitted. What should I do?** Do not worry. There is usually no problem with the delay. If you notice the spaces closing up a lot (e.g. half of the original space) then contact us for advice. Selfies of the teeth emailed to us would be helpful for this.
- **I'm due to have teeth out at my dentist, should I still go?** You should take your dentist's advice. Please see the above answer.
- **My dentist won't take my teeth out like you asked. What should I do?** You should take your dentist's advice. We can always rearrange appointments to fit around this.
- **I was due to have my brace off. Do I have to wait?** Yes. We know this is very disappointing, but we feel this is in the best health interests of staff, patients and public alike. If you have special concerns, please e-mail the practice. I've finished self-isolation.
- **Can I come in? No.** Until we have more advice, if you have an emergency please contact NHS 111.
- **When will this all end?** We don't know. We have provisionally considered June 2020 as the time we may go "back to normal" but will be acting on expert advice as it becomes available and will contact our patients accordingly. We appreciate that this is frustrating for everyone, but we are acting in good faith for the protection of us all. We are all in this together, so we ask that you continue to be patient, polite and respectful to us during this difficult time.

Best wishes and stay safe, Bamford Orthodontic and Dental Practice.