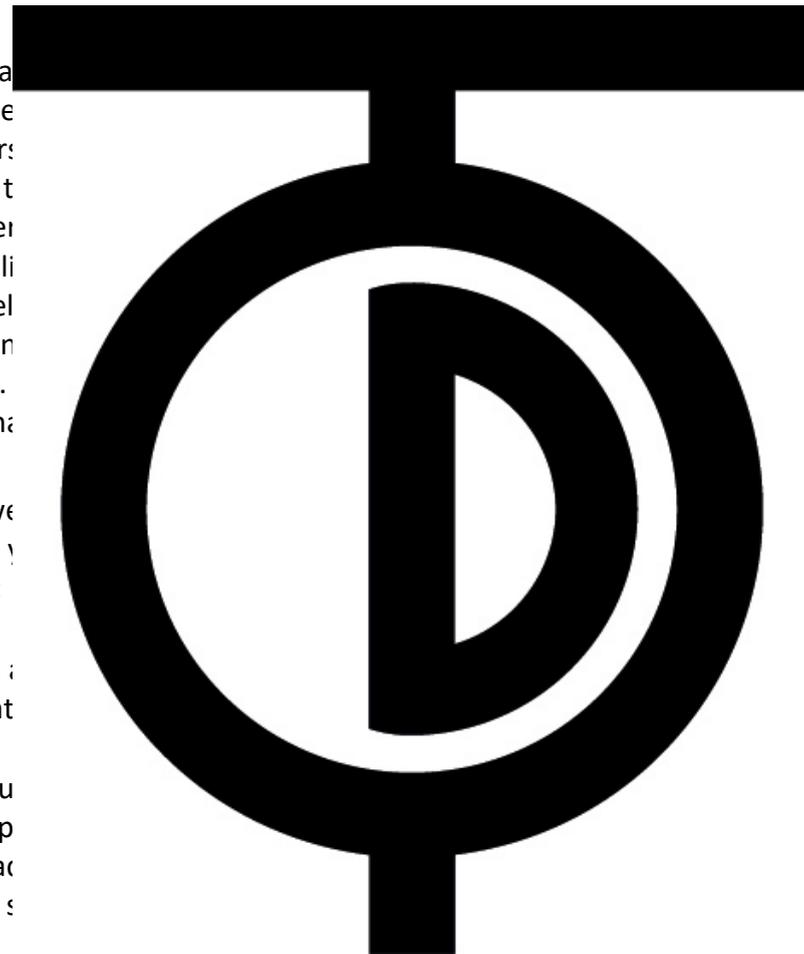


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Arriving at the clinic

- Appointments will be staggered with a strict protocol in place for everyone to follow.
- You will see signage with clear instructions upon your arrival at the main entrance. It is necessary that you follow each stage, listen carefully, and follow all instructions given to you whilst at the clinic. Failure to do so, will result in your appointment being cancelled, although still chargeable and you will be requested to leave.
- When you arrive at the clinic, please ring the doorbell, sanitise your hands, and place your name on the marker. You will be asked to re-confirm your temperature and to follow the current government guidelines for your visit and is not permitted to enter the treatment suite. It must remain closed at all times.
- If you are wearing a mask and where your appointment is taking place:
 - Use the designated entrance to the treatment suite.
 - Carry out a hand hygiene routine using the available cup of hand sanitizer and dispose of the used cup into the bin.
- We regret that during this interim period, we will not be providing our normal refreshment services in the interests of reducing all opportunities for cross infection to a minimum.
- When using the restrooms, please do your best to ensure that you leave the facilities as you would expect to find them. The restrooms will be regularly disinfected, and we would respectfully ask that you make our team's task easier by being considerate.
- Government safety guidelines have been implemented, including safety screens, a one way system with appropriate signage and feet marking for the additional safety of every-



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one. We would respectfully request social distancing measures are observed and instructions are followed at all times.

- The TwentyOneDental team will have spent time critically looking at every aspect of the clinic with a view to removing all non-essential items in the open to reduce the number of objects that may act as fomites (surfaces on which microorganisms may reside and can potentially be the cause of cross infection). You will find that the treatment suites may appear quite bare when you attend.
- All clinical and common areas including door handles and surfaces will be regularly disinfected at set times using hypochlorous acid solution (electrically activated water) which is potentially viricidal against coronavirus and other microorganisms and can be used safely on all work surfaces and indeed within dental water lines and for operative procedures.
- TwentyOneDental has been using hypochlorous acid solution (Sterilox) for many years in its dental chairs and will increase production for additional use as a surface disinfectant in addition to our normal surface cleaning protocols between patients.
- TwentyOneDental will be providing an additional 30-minute buffer period between patients to allow additional time for decontamination procedures, allow for any treatment overruns and allow preparation time for the next patient so that they can be seen as soon as is practicable.
- Appointments will be made and confirmed by email, SMS or telephone with follow ups being made at Concierge.

Dental procedures

All clinical team members will be upgrading their personal protective equipment in line with current recommendations and evidence including FFP2 and FFP3 masks, visors and protective clothing as appropriate. We apologise in advance for the necessary reduction in social interaction that this will necessitate. Whilst our garb may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!

We are especially mindful that most dental treatments are aerosol-generating procedures (AGP's). It is almost impossible for us to carry out meaningful dental procedures without generation of some level of aerosol.

The dental industry have a range of processes available to deal with this problem and, by adapting a layered approach to risk management as we have, 99.9% of the potentially hazardous materials can be safely removed.

Aerosol suspended in the air is a potential source of infection which we wish to keep to a minimum. Currently the dental literature suggests our use of our normal high-volume suction reduces aerosol production by over 90%.

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The use of dental rubber dam which is also routine in the clinic further reduces bio aerosols by up to 90%.

Our regular facemasks filter approximately 60% of remaining airborne particles. FFP2 and FFP3 masks filter 94% and 99% respectively of airborne particles in both directions (patient to clinician and clinician to patient).

We therefore feel that our normal dental procedures can be carried out with minimal risk with use of high-volume suction, dental dam and FFP2 masks and, in high aerosol generating procedures such as hygienist visit for periodontal treatment, FFP3 masks as appropriate.

Whilst not a requirement, we have arranged the procurement of viricidal air filtration and purification systems to further reduce aerosol risk.

Dental professionals have historically provided exceptional levels of care and expertise in implementing scientific research and government advice. Simply put, implementing infection control protocols for the safety and welfare of patients and staff is common place in dentistry. Indeed as dental professionals we regularly prevent the routine methods of transmission that COVID19 presents.

Due to the impact of the coronavirus/PPE, dental clinics are now having to increase fees. TwentyOneDental have kept their fees to a minimum. Unfortunately, due to the enhanced cross infection measures that we will have to adopt, there will naturally be a reduction in the number of procedures that we are able to carry out. Our daily patient appointments that can be offered will reduce by 50%, but we have avoided increasing our fees to this level.

Our younger patients

We understand how seeing us in PPE may be a little troubling for some of our younger patients. That's why we ask all parents to let all the kids know that its "dress up day", so they know they are going to see us looking a little bit different when they arrive. But don't worry, with the support of the parents we will make sure its fun for them!

Summary

At the time of writing PUBLIC HEALTH ENGLAND has confirmed that as of today, Thursday 21st of May 2020, there have been 409 officially recorded coronavirus cases in Brighton and Hove out of the local population of over 606,909

<https://coronavirus.data.gov.uk>

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This means that the vast majority of our patients are otherwise healthy without coronavirus infection and we would like to be able to provide normal dental care for these patients in as normal an environment as possible, while bearing in mind our responsibilities to mitigate risks of infection spread as far as is practically possible.

During the past weeks since the COVID-19 lockdown, the number of dental appointments and treatments missed is staggering. Extrapolating the figures from NHS England alone, it is estimated that around 1.3 million adult appointments, including 4.5 million course of treatment as well as 808,000 child appointments have so far been missed. Significantly more, if you add in numbers from the other parts of the UK.

As well as regular check-ups and treating pain, dentists also undertake the vital work of mouth cancer screening. Head and neck cancers are the 8th most common cancer in the UK with incidence, increasing over the past decade by a third. In a typical six week period, nearly 1,000 cases are diagnosed. Up to 88% of this type of cancer is preventable with dentists highly trained to identify susceptible patients and give preventative advice. Caught early, this is a treatable cancer. Caught late, it has a very poor prognosis.

What other conditions can be linked to oral health?

Your oral health might contribute to various diseases and conditions, including:

- Endocarditis

This infection of the inner lining of your heart chambers or valves (endocardium) typically occurs when bacteria or other germs from another part of your body, such as your mouth, spread through your bloodstream and attach to certain areas in your heart.

- Cardiovascular disease

Although the connection is not fully understood, some research suggests that heart disease, clogged arteries and stroke might be linked to the inflammation and infections that oral bacteria can cause.

- Pregnancy and birth complications

Periodontitis has been linked to premature birth and low birth weight.

- Pneumonia

Certain bacteria in your mouth can be pulled into your lungs, causing pneumonia and other respiratory diseases.

Certain conditions also might affect your oral health, including:

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- Diabetes

By reducing the body's resistance to infection, diabetes puts your gums at risk. Gum disease appears to be more frequent and severe among people who have diabetes.

Research shows that people who have gum disease have a harder time controlling their blood sugar levels. Regular periodontal care can improve diabetes control.

- HIV/AIDS

Oral problems, such as painful mucosal lesions, are common in people who have HIV/AIDS.

- Osteoporosis

This bone-weakening disease is linked with periodontal bone loss and tooth loss. Certain drugs used to treat osteoporosis carry a small risk of damage to the bones of the jaw.

- Alzheimer's disease

Worsening oral health is seen as Alzheimer's disease progresses.

Other conditions that might be linked to oral health include eating disorders, rheumatoid arthritis, certain cancers and an immune system disorder that causes dry mouth (Sjogren's syndrome).

Dentistry is a key health profession closely involved in maintaining both oral and systematic health. The public sees a dentist far more frequently than their GP, and dentists are trained to recognise the signs and symptoms of many common diseases as well of course as identifying and dealing with many common dental problems. During the current crisis, the absence of dental examinations and care is resulting in a backlog of untreated diseases which will only have a negative effect upon patients health and financially too.

It is therefore imperative that patient appointments are made so their oral health and treatment can be reviewed and any issues identified, caught quickly avoiding a negative impact on their health and additional costs in treatment.

This policy will be constantly reviewed and updated as necessitated by circumstances over time.

Have you remembered to:

(1) Complete the COVID19 mandatory questionnaire ? If not, click the following link and complete now - <https://twentyonedental.co.uk/medical-questionnaire/>

(2) Keep a check on your emails for your Medical & Dental Questionnaire (MDQ) link which

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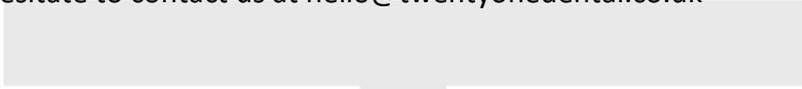
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we will send to you. This must also be updated no less than 2 days before your appointment and submitted to us

In the event you have any difficulty in completing the above forms, you must immediately email us at hello@twentyonedental.co.uk or from 1 July you should telephone us on 01273 202102. Our Front of House will then be happy to assist you and will ensure your appointment is not cancelled.

If you have any questions regarding this policy or about your dental care at TwentyOneDental, please do not hesitate to contact us at hello@twentyonedental.co.uk

Yours sincerely



Adyl Asani

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Clinical Director & Owner
GDC : 73480

21/05/2020