

A message to our patients and their families from The Ortho Practice team.

As we know COVID-19 is amongst us and will continue to spread over the coming weeks. The aim of social isolation measures is to flatten the curve rate of infections so that our hospitals can manage with the expected patient load.

The health and safety of our patients their families and our team has always and continues to be our priority. We want to therefore reassure our patients and their families that we are taking the following additional precautions as we are updated by the health Department, over and above those that we follow as an accredited practice with the highest standards of sterilisation and hygiene protocols.

In order to minimise the potential increased social interaction and possible spread we would ask that you assist us by adhering to the following advice:

- a) If you feel unwell and are experiencing any symptoms including fever, sore throat, coughing or sneezing, having difficulty breathing or fatigue, if you have been exposed to someone with the COVID-19 virus or have tested positive to COVID-19, please postpone your appointment until you are feeling better or have completed the 14 day quarantine period. If you have arrived from overseas you will also have to quarantine 14 days. Our staff are also following these same requirements.
- b) If you have a non-urgent appointment this month such as a recall or a routine retainer review this can also be postponed or completed through our Virtual Consultation page on our website. New Patients can also schedule a virtual consultation.
- c) Our doctors will also be utilising Dental Monitoring to conduct virtual aligner checks for patients to minimize the need for their attendance in the practice.
- d) If you are coming for your appointment please minimise the waiting room attendants by ensuring you arrive on time, not significantly early for your appointment. We have removed all magazines and toys from his area and are carrying out periodic disinfecting. Patient's guardians should remain outside the practice and we will happily relay any messages by phone or email, this of course does not apply to our younger patients. Please also do not bring friends, partners or any other family members in to the practice who does not have an appointment.
- e) When you arrive for your appointment please check in with the reception then proceed to bathrooms to wash your hands immediately. Please ensure you have brushed your teeth prior to your appointment as brushing bays will not be available for the time being.
- f) If you do have a problem with your appliances and you fall into any of the restricted categories we are still able to help by using technology and arranging a virtual appointment. In this way we may be able to advise you and continue to monitor you until your situation has improved.

We understand this is an evolving situation, we are closely monitoring the advice each day and will strive to adapt our operations accordingly and implement appropriate plans to ensure the continued health and safety of our patients and staff.

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We hope that you our patients and families know how much we care and value you and that we will continue to do everything we can throughout this unprecedented unimagined situation we find ourselves in,

Sincerely yours

Dr Theodor Baisi Dr Gustavo Vivaldi Dr Daniela Ribeiro