

/the/ortho|practice

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

The health and safety of our patients their families and our team has always and continues to be a priority for us. We want to therefore reassure our patients and their families that we are continuing to take additional precautions and follow government advise, 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 continue assist us by adhering to the following advice:

if you feel unwell and are experiencing any of the following symptoms including fever, coughing or sneezing or having difficulty breathing, 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 or Victoria you will also have to quarantine 14 days.

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. If possible 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 a treatment appointment.

When you arrive for your appointment please check in with the reception for your temperature check 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.

We understand this has been a challenging year for everyone will strive to adapt our operations accordingly and implement appropriate plans to ensure the continued health and safety of our patients and staff.

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 time.

Sincerely yours

The Ortho Practice Team

