

## Covid-19 arrangements

Dear Patient,

It is with heavy heart and sadness and following consultation with the various dental authorities in the United Kingdom, that we have taken the decision to suspend all dental treatment and preventive care at Bewbush Dental as of Monday the 23rd of March 2020. We foresee this closure to be in place for at least the month of April, but we will be updating you as events develop.

### We are still here for you!

We will be operating a skeleton staff, with one dentist and one dental nurse on call to answer and triage any real dental emergencies.

**You can contact us on 01293 536097 or [info@bewbushdental.co.uk](mailto:info@bewbushdental.co.uk) if you have severe dental pain or facial swelling.**

Please do not come to the practice, and rather follow [government guidelines](#) regarding self-isolation and social distancing. If we feel it is necessary to see you, we will offer you a slot which is safe for everybody involved.

If you are experiencing symptoms of Covid19, we will arrange for you to be seen in one of the Health Authority specialised Units – we will not abandon you at this strange and desperate time!

Lastly, I am sure that you are all, like us, concerned about the financial viability the current situation presents to families and livelihoods. I have decided to stand by my amazing staff and try and support them for as long as practicably possible, and to keep our wonderful practice which we have built with love and empathy to serve our community for another day.

As such we implore you to maintain your direct debit membership plan and reassure you that all examinations and hygienist sessions missed during the period of the pandemic will be fulfilled when this madness is over! My team have pledged to work extra hard at fulfilling these obligations in the coming months. If you are experiencing problems paying your direct debit, please do give us a call so we may talk through your options.

These are indeed unprecedented times. We will of course be updating our Facebook and Instagram feeds regularly, including advice on good oral healthcare in the coming months. Take care of yourself, and of each other. Be kind and keep on smiling through adversity.

Best Wishes,

**Cony**  
Practice Owner

## Covid-19 FAQs

### I am due an exam next month, what should I do?

We will be contacting all our patients to cancel routine non-urgent treatment, examinations and hygiene treatments until the 1st May. This may be extended as we approach that date and re-evaluate the situation.

### I was in the middle of treatment, what happens now?

Each dentist will assess the treatment needs of their patients and will adopt a specific tailor-made approach for each patient. If the treatment is deemed urgent or will result in a deterioration of their dental health, we will try to see them. Unfortunately there are very strict guidelines of performing treatment which requires drilling. Therefore every treatment will be assessed on a case by case basis.

### I am experiencing pain or discomfort. Who can I call?

Please call us. Our receptionist will be taking calls and we will be able to see you to correct the problem if deemed appropriate. Of course special precautions are now in place.

#### These measures include:

- Only one patient will be allowed in the premises at a time to limit potential social contact.
- Full personal protective equipment to be worn by the dentist and nurse and reception team.

## ADDITIONAL INFECTION CONTROL MEASURES

### I am a vulnerable patient of a certain age or with an underlying medical problem. Where do I go?

As a vulnerable patient you will still be able to attend the practice. The risks to your health are greater, and has to be weighed against the severity of your dental problem. However you have the same entitlement as anybody else, and the measures we are taking will help protect you too.



## I am having Invisalign Treatment. Where does that leave me?

We will again look at your individual treatments and where appropriate either pause or postpone your treatment. In some cases we can even send you the next stage of treatment by post to save you visiting the practice. If you are coming to the end of your treatment and your aligner is broken or loose, we may be able to order a new aligner to keep you going until we can see you again. Your dentist will be in contact soon.

## I am a plan patient. What happens to my exam and hygiene visit?

As a plan patient we will ensure that you receive all your entitlements under the plan once the restrictions are lifted. You will also have full access to our emergency service. We remain committed to your dental health, and we hope you can continue providing your support at this difficult time.

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**If we have not answered any of your questions and you would like to speak to us, please feel free to contact our reception team.**

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These unprecedented measures are in response to a completely unique situation that has developed recently, to everyone's great concern.

We will do our best to look after your needs while ensuring we protect you and the broader public from further risk. Your support and understanding is, as always, gratefully appreciated.

We expect this disruption in our services to last at least until 1st May, but it could be longer. We will endeavour to update you at regular intervals.