



24 March 2020

## An open letter to our valued patients

Your safety and wellbeing is our first priority. This is why we want to be proactive in communicating with you regarding the COVID-19 (coronavirus) situation.

### What is Flagsmile Dental doing for me?

At Flagsmile Dental, we are committed to continue providing quality dental care in a safe, sensible and caring manner. And in this rapidly evolving situation, we are also guided by the advice of peak bodies such as the Australian Dental Association and Queensland Health.

Therefore, in addition to our already high standard of infection control procedures, we have implemented several initiatives, including (but not limited to):

- Asking everyone to sanitise their hands upon entering the premises using the hand sanitiser we provide
- Providing you with an antiseptic mouth rinse before your dental procedure
- Even more frequent surface decontamination using strong disinfectants
- Screening our patients and staff for flu-like symptoms and relevant travel history
- Removing magazines & books in the waiting area
- Spacing out the chairs in our waiting area
- Providing you with the option of sitting outside on the chairs we provide during business hours (weather pending)
- Providing you with the option of waiting in your car and calling you on your mobile when your appointment starts
- Continuing to help by providing payment plans (through Zip) in this challenging time
- Discouraging the use of cash (we have health fund and card payment facilities available)
- Keeping you informed of any relevant changes as the situation around COVID-19 evolves

Please rest assured that Flagsmile Dental is well stocked with essential dental supply items, and all staff will continue to wear appropriate Personal Protective Equipment, including masks and gloves.

### Can I still make an appointment?

Absolutely! Flagsmile Dental currently remains open as an essential service. However, dental practices are now required to triage and only allowed to offer certain types of dental treatments. So please give us a call to see how we can help you!

### What can I do to help?

In addition to observing the recommendations and precautions already put in place by the Australian Government, we ask that:

- If you have a fever or flu-like symptoms or travelled overseas in the last two weeks, then please give us a call before your appointment.
- Further, we request that you bring minimal accompanying persons to your appointment.
- Above all, please take care of yourself and your family!

We are here to help. We stand with our community. With your support, we can get through this challenging time!

**From the team at Flagsmile Dental – we look forward to serving you! 😊**

