

ATTENTION PATIENTS:

We understand that COVID-19 is a concern for all of our patients and community. We want to reassure you that the health and well being of our patients and team is our top priority.

We've made some changes to how we operate to ensure we can continue to provide services to our community and keep Health 'n' Smile a safe place for our patients and staff.

To assist us in these unprecedented times may we please request that if you are unwell of have recently travelled overseas to please reschedule your appointment to a later date. It should also be noted that our surgery will have restricted hours to cater for emergency procedures only, as per the recent guidelines.

All of our team are fully trained in infection control protocol and do annual compliance training to ensure we are up to date with the latest techniques.

We always adhere to strict hygiene practices, and we are following guidelines from NSW Health and the *Australian Dental Association* as well as implementing further measures of our own. These include:

The reception area, reception desk, doors, door handles and EFTPOS machine are wiped down with disinfectant wipes after EVERY patient

We've started using mouthwash during pre-treatment to reduce the viral load in the mouth

We've removed magazines and resources usually shared by other people

Hand sanitisation stations have been set up

All cloth hand towel and tea towels have been removed, and we are using disposable paper towels



Please keep in mind that unlike hospitals or doctor's surgeries, we do not treat unwell patients.

We do encourage you to also refer to the [World Health Organisation](#) and the [Australian Government Department of Health](#) for the most up to date health advice.

If you are unsure our team are here to help - please don't hesitate to reach out if you have any questions or concerns. While our phone line may not be attended as frequently, we encourage you to email us at: **dentist@health-n-smile.com.au.**

We will try to respond as quickly as possible.

The team at Health 'n' Smile Dental.

