



CORONAVIRUS COVID-19 INFECTION PREVENTION UPDATE

Preventing Dental Emergencies Amidst the Coronavirus (COVID-19) Chaos

NEW PREVENTATIVE MEASURES

COVID-19 SYMPTOM PHONE SCREENING

My Family Dental have implemented COVID-19 health screening to be conducted with each patient over the phone, prior to attending their appointment. We are asking patients to self-identify any symptoms and travel prior to their visit. This will help us identify any risks, and will assist us to triage our patients needs and support requirements.

HAND SANITISING STATION

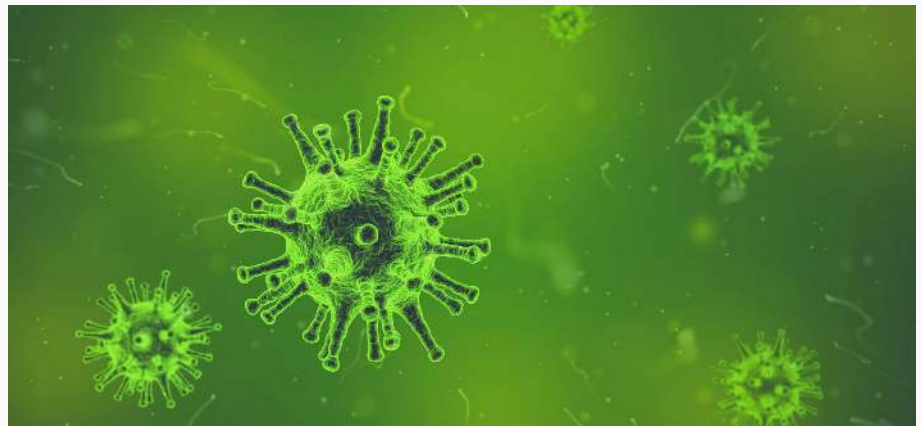
Upon attending your appointment, we will direct you to use the hand sanitiser provided, prior to taking a seat or taking you through to the treatment rooms.

MANAGING HIGH-RISK CASES

My Family Dental will restrict appointments to identified high-risk patients, and instruct them on the best course of action for treating emergency dental needs. We will continue to provide support throughout this process, and ensure our patients receive emergency care via local emergency centres, which have been set up by local health authorities to provide essential health services to those suspected of, or confirmed as, infected with coronavirus COVID-19. If you have been identified as high-risk, or are in current self-isolation, and require emergency dental care, please contact our practice for assistance, or your GP for further advice.

STRATEGIC SCHEDULING

We may also request some minor, strategic changes to your current appointments as we re-arrange schedules to reduce the number of patients in attendance at any one time.

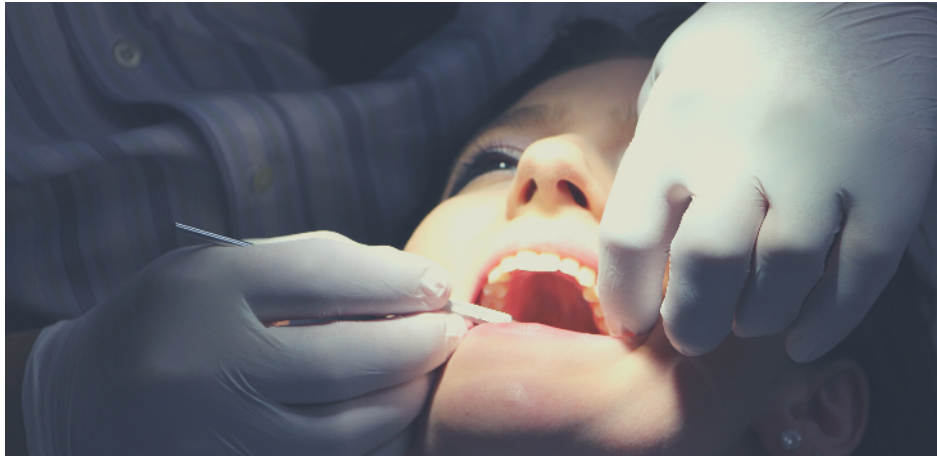


Your Health, Our Priority

Being a My Family Dental patient, means being part of our dental family and community, and we take the safety and care of our family members seriously. We want to reassure you that the team at My Family Dental have been taking extra precautions to protect our staff, and you, our valued patients, against the potential risk of coronavirus COVID-19, with additional health and safety measures implemented across our dental clinics.

My Family Dental has taken a proactive approach to identify and manage risks to our teams associated with the evolving nature of the coronavirus, and have implemented a number of additional preventative and control measures to allow us to provide our patients with a safe environment against COVID-19 in order to continue and complete their dental treatment needs.

We are closely monitoring the information provided by the Australian Government, Australian Dental Association, and appropriate health authorities, as it becomes available, to adjust our policies accordingly, and keep you informed on the precautions we are taking across our dental clinics to address the current COVID situation and concerns amongst the community.



PREVENTING DENTAL EMERGENCIES

My Family Dental teams will remain available to our patients to address all of their dental care needs, but in order to do so safely, we ask that our patients please follow our new infection control policies as advised by our staff upon your visit.

It is easy to dismiss the importance of receiving dental care amidst the chaos and uncertainty of COVID-19, with many patients sitting on the fence about whether or not to attend their appointments. There is now an increasing concern among the dental community about minor dental issues developing into more complex dental emergencies, as people choose to avoid 'non-essential' appointments. We are strongly encouraging our patients, where safe to do so, to attend their regular dental appointments unless advised otherwise by their dentist.

To help minimise risks when you do attend your appointment, we ask that you limit the number of people accompanying you to your appointment where possible, with special considerations taken for families with small children. However, the same health screen checks will be required for each family member, prior to their appointment.

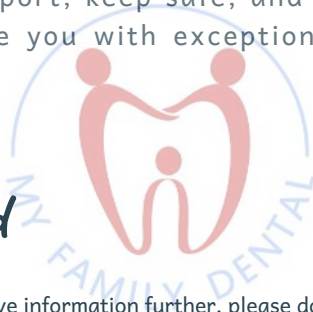
We do not wish to disadvantage any patient in need of dental treatment and care, and by helping us identify any potential risks, we can then ensure we are delivering the appropriate support to our patients as the COVID-19 situation continues.

We want to ensure our staff and patients feel supported and safe during these uncertain times, and appreciate your support in helping us play our part in reducing the spread of coronavirus infection.

Thank you again for your ongoing support, keep safe, and we look forward to continuing to provide you with exceptional, quality dental care.

Sincerely, your team at

My Family Dental Qld



If you have any questions or would like to discuss the above information further, please do not hesitate to contact our teams by phoning your nearest My Family Dental practice, or email us at operations@myfamilydentalqld.com.au

New Preventative Measures cont.

KEEPING INFORMED

We aim to provide regular communications to our staff and patients to share the latest information from the Australian health authorities to keep our teams informed and up-to-date with all new developments, and openly discuss any concerns felt amongst our staff and patients.

COVID-19 INFECTION CONTROL TRAINING

Additional staff training has been provided to ensure maximum infection control protocols are being implemented and followed, to exceed our already high Infection Control Standards and processes set by the Australian Dental Association. These processes include increased handwashing procedures and hand hygiene, use of surgical soap for handwashing, increased surface sanitisation, and ensure unrestricted supply of appropriate PPE (gloves, masks, etc.) are continuously available to our teams. As a dental practice, we already have strict hygiene and infection control standards in place and will continue to manage, uphold, and develop these protocols in accordance with any new information on COVID-19 provided by the health authorities.

STAFF HEALTH MONITORING

My Family Dental have also advised all staff not to attend the workplace if they are feeling unwell, have returned from recent domestic or international travel, attended a public event, or has been in close contact with a confirmed case of COVID-19. We are supporting staff to undertake the self-isolation protocols initiated by the Australian Government, for 14 days prior to returning to work with appropriate medical clearance.

REDUCED TOUCHPOINTS

To further reduced potential risks, we are limiting 'shared contact' zones and items by removing magazines, toys and other items from our reception areas and encouraging payments to be made via pay-wave/ pay-pass, EFPTOS, or direct deposit wherever possible to limit cash or cheque handling by both staff and patients.

We are also increasing the frequency of cleaning any remaining shared contact zones, common areas and touch-points, aiming to reduce the risk of spreading COVID-19 infection within our clinics. These areas include surfaces such as door handles and doors, handrails, bathrooms, benches and counter tops, TV remote controls, phones, computers, keyboards, patient chairs, pens, clipboards, retail products and displays, water coolers and coffee stations, and EFPTOS/HICAPS terminals.

More information on coronavirus COVID-19 can be found at:

<https://www.health.gov.au>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

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