

Hello Everyone!

We are pleased to announce that at alert level 2 we are able to carry out our normal range of dental procedures. Normal dental procedures include hygiene, fillings, crowns, root canal treatment and dentures etc but we are doing things a little differently. We have adapted procedures and protocols in order to provide service which ensures the safety of our staff, patients and community.

We have changed how we book our patients -we request you to please phone us to make appointments rather than physically coming to the practice - this will limit the contact that our staff have with the public. No walk-ins, please.

Prior to making appointments as well as when you enter the practice for appointments we have a COVID questionnaire which we might ask you -

- Do you have a confirmed diagnosis of COVID-19?
- Are you a probable COVID-19 case?
- Are you required to self-isolate and/or waiting for COVID-19 test results?

In the last 14 days have you:

- had close contact* with someone who is a probable or confirmed COVID-19 case?
- travelled overseas (excluding travel by air from a country/area with which New Zealand has quarantine-free travel (QFT))?
- worked on an international aircraft or shipping vessel and have been asked to self-isolate?
- exited from a MIQ facility (excluding recovered COVID-19 cases)?
- stayed in or travelled from an area with an evolving community outbreak (including in New Zealand and any other country/area with which New Zealand has QFT)?
- Do you have new or worsening symptoms of an acute respiratory infection with at least one of the following: cough, sore throat, shortness of breath, runny nose or temporary loss of smell, with or without fever? Do you have less typical symptoms such as fever only, diarrhoea, headache, myalgia, nausea/vomiting, or confusion/irritability - where there is no other likely diagnosis?

In the 14 days before the start of their symptoms have you:

- had direct contact with someone who has travelled overseas (excluding travel by air from a QFT country/area). This includes border staff, quarantine and isolation facility staff, and international aircraft and shipping vessel crew, except those who have travelled exclusively between New Zealand and QFT destinations?
- worked on an international aircraft or shipping vessel (excluding aircraft from a QFT country/area)?
- cleaned at an international airport or maritime port in areas/conveniences visited by international arrivals (excluding areas/conveniences for travellers by air from a QFT country/area)?

- worked in cold storage areas of facilities that receive imported chilled and frozen goods directly from an international or maritime port?

We may reschedule/defer treatment if you answer YES to any of the questions. If you have any confusion please call 06-3450351.

We Request you to sign in with the QR code or manual sign in when you come for your appointment. Also, ensure you use hand sanitiser before using Eftpos.

Face masks are mandatory whilst you are waiting in our reception area, Also ensure you maintain a 2mts distance from others.

If you require any dental products, please contact us - we can arrange for these to be ready for collection at a time that suits.

Thank you for your patience! We are all in this together and all these small measures help us get through it together!