24/03/2020

COVID 19 FAQs for Kirkham Dental Care Patients during temporary Practice closure

Q. WHY ARE YOU CANCELLING ALL DENTAL APPOINTMENTS AT THE MOMENT?

We are trying to be as socially responsible as possible and facilitate social distancing. This means ANYONE with a booked appointment in the next 6 weeks has been or will be cancelled. Many procedures routine and emergency, such as fillings, scaling, polishing, even simply smoothing a tooth down can generate an aerosol which throws lots of tiny particles of potential virus into the air and can greatly increase the spread of infection. Our priority is ALWAYS the safety of our staff and patients. Although we cannot offer any face to face appointments at this time, we will still be offering advice and emergency triage if needed.

Q. I HAVE BEEN ADVISED I NEED DENTAL TREATMENT WHICH HAS NOW BEEN CANCELLED. DOES THIS MEAN MY TOOTH IS LIKELY TO GET WORSE BEFORE YOU ARE ABLE TO TREAT IT?

We understand that this is a big concern for many of our patients in this position. The chances are if you can adopt good oral hygiene, low sugar frequency and take care when chewing on any teeth that might be more unstable for the short term your dental condition is very unlikely get worse. We will be back in contact with you as soon as we are operational again to rebook your visit to us. See our separate page on how to manage different dental problems.

Q.HOW WILL YOU ACCOMMODATE ME FOR MY APPOINTMENTS, ROUTINE OR OTHERWISE, ONCE THE PRACTICE REOPENS?

The plan is we will be offering extended hours and extra clinics to get through the backlog of overdue appointments and treatments that we anticipate. This will only be made possible by your *current* support during this very difficult time.

Q. WHEN WILL YOU BE ROPENING?

At present, we just can't accurately answer that question. We hope that the pandemic will peak within the next 3 weeks and so have a time frame in mind of 6 weeks, at least until we can be partially operational again. Again, this is not something anyone can accurately predict and we will reassess this as the situation progresses and publish further updates.

Q. WHERE DO I GO FOR EMERGENCY DENTAL TREATMENT IF THE PRACTICE MUST CLOSE COMPLETELY?

local emergency dental hubs are in the process of being set up, that should be fully equipped with the correct PPE and protocols for staff to treat you. As soon as we know more we will publish this information. If you have a genuine emergency, please call the practice on 01772 684774 and listen to the automated message for further details. If your query is not urgent, please EMAIL us at: **info@kirkhamdentalcare.co.uk** and we will endeavour to respond to your routine query within 72 hours.

Q A PATIENT IN SELF ISOLATION MAY NEED URGENT DENTAL CARE, WHAT SHOULD I DO?
If you believe treatment is required, the patient should be told to call 111. This NHS team will triage and assess options for referral to a designated receiving unit for any COVID-19 urgent dental care cases.
If you need dental *advice* and are COVID-19 + or self-isolating, please call the practice on 01772 684744 and listen to the automated message for options. Again, if it not urgent please email us on info@kirkhamdentalcare.co.uk and we will try and help you.

Q. A PATIENT WITH CONFIRMED COVID-19 REQUIRES URGENT DENTAL CARE, WHAT SHOULD I DO?
The urgent care services for those with COVID-19, those isolating or those with symptoms is in the process of being organized locally. We hope the details will be made available to us shortly.

Q. SHOULD WE BE CARRYING OUT AEROSOL BASED PROCEDURES?
The UK, Welsh, Scottish and Northern Ireland governments have *all* suggested that dental practices avoid aerosol generating procedures (AGPs).
We know that many procedures lead to airborne droplets of the patient's saliva, potentially containing COVID-19 virus, to hang in the air. Such droplets can then be inhaled by the dental team. FFP3 masks could protect the dental team from these, but they are currently difficult to source. Procedures using a turbine and water are the most likely to be of higher risk.

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WE THANK YOU IMMENSELY FOR YOUR UNDERSTANDING AND SUPPORT, VERY BEST WISHES TO YOU ALL