

Orthodontic Department Welcome back reassurance letter

Dear patient/parent or guardian,

We hope this letter finds you and your family in good health.

Our community has been through a lot over the last few year and all of us are looking forward to resuming our normal habits and routines. This will not be the same for some time.

While many things have changed, one thing has remained the same, our commitment to your safety. Keep vigilant and keep safe. Infection control has always been a top priority for us, so we have made a few changes in the department to protect you and us during the coronavirus pandemic:

- We have arranged our waiting room so that everyone can keep 2 metres apart
- Fewer face to face appointments are booked so that our waiting room is not too busy
- We have hand sanitiser that you can use as soon as you arrive and for regular use as required.
- A protective face covering will need to be worn
- Our clinical staff will be using appropriate personal protective wear to prevent the spread of infection, so we may look a little different

We will want you to help us keep everybody safe, so we ask you to follow the following instructions:

- Update the enclosed [medical questionnaire](#) and the [screening questionnaire](#) and bring these with you to your appointment. You will be asked the screening questions again when you arrive in the department
- Please could you ring the Orthodontic Outpatients Reception on 01305 255174 / 255175 /255120 to check they have your correct contact details, especially your mobile number

- Please attend alone if you can. If you are too uncomfortable attending on your own then please only bring one parent/guardian with you. Everyone should wear a face covering
- We are allowing greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time. Please do not come to the department **before** your allocated appointment time
- Please wait in your car if you arrive early and give the receptionist a ring on 01305 255174 / 255175 / 255120 to notify them of your arrival. The reception team will contact you when it is appropriate to enter the department
- Please bring your own pen with you to the appointment, to complete any paperwork needed
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment

As you can see we are following all the guidelines to protect you and us. However, if you feel uncomfortable about attending your appointment please call us so that we can discuss your concerns and how we can manage your orthodontic care. Should your preference be to receive future appointment letters via email, please email your request and consent to outpatientservices@dchft.nhs.uk

The Orthodontic Team
Dorset County Hospital Foundation Trust

Please take the time to look at the useful link below prior to your appointment.

Video for children on PPE: <http://vimeo.com/410089106>

Back to work video: <https://www.youtube.com/embed/X7TZQf1X-oA>

DCHFT Orthodontic Department information:
<https://www.dchft.nhs.uk/service/orthodontics/>

How coronavirus is impacting services at DCHFT:
<https://www.dchft.nhs.uk/patients-and-visitors/coronavirus-information/>

For the latest coronavirus information: www.gov.uk/coronavirus