

Dear patients , parents and carers

I appreciate the growing concern and uneasiness that some of you may be feeling regarding the COVID-19 outbreak.

If you are worried about whether your care can continue with us through this period , we are still open and ready to look after you. I will keep you up to date as things evolve and recommendations change.

We have taken steps to make sure our environment remains safe for you and for our staff:

- We are practising social distance as recommended by the Health Department in our clinic. We are limiting the amount of people in our waiting rooms to comply with the new recommendations.
- We are now no longer allowing more than one accompanying person per patient to enter our rooms.
- Everyone who enters our waiting rooms is required to sanitise their hands before seating down and before leaving our rooms and to seat at a safe distance from one another.
- Our check in bays and tooth brush bays are closed for now and all items that could be shared from person to person such as magazines and pencils have been removed.
- We are asking our patient not to arrive early for their appointments.

I would like to assure you that as always, at Harris Orthodontics , we continue to comply with the highest standards of sterilisation and infection control. Every instrument is sterilised after every use and all dental chairs and surrounding surfaces and equipment are wiped with appropriate disinfectant after every use. This is part of our standard infection control protocol.

1. If you have a cold, flu, runny nose, cough , fever or believe you may be coming down with any respiratory illness, please telephone us to reschedule your appointment.
2. If you came in to Australian from any country in the past 14 days please telephone us to reschedule your appointment for more than 14 days from the time of entry.
3. If you have had near contact with a person with confirmed COVID-19 while infectious, as you must self-isolate at home for 14 days after contact and reschedule your appointment. If you develop respiratory symptoms or fever, please call National CoronaVirus Help Line 1800 020080.
4. If you are unsure if you had contact with a suspected COVID 19 case or waiting on tests results, please reschedule your appointment.

We continue to expect that all patients, parents and carers within our community will ensure that they are aware of and comply with these requirements.

I recognise that these health precautions may cause inconvenience but the health of all members of the community is the number one priority at this time.

Thank you for your understanding and cooperation as we work together at this time.

Please do not hesitate to contact us should you have any concerns.

Sincerely

Dr Debora Harris and Team