



Smile Team Orthodontics COVID-19 Update

Have you been sent a SMS or Email?

Please check your phones and emails. If you have received a SMS or email yours or a family member's appointment has been postponed due to the recommendations and guidelines issued by Australian Dental Association and Australian Society of Orthodontist.

We will be back in contact with you to schedule the appointment once the guidelines and restrictions change.

If the client has an issue with their retainer please contact us to arrange an appointment accordingly.

If you are unsure about what to do or have any concerns, please contact us via email smile@smileteam.com.au or call (02) 42205300.

Process in our clinic

We 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, please rest assured we are still open and ready to look after you.

We are taking steps to make sure our clinic remains as safe as possible to give you the confidence that you can continue coming in to receive treatment and advice as necessary.

To protect you and our team, we are implementing the following plan. Things may of course change but at this stage, this would seem to be the best approach.

1. Hand hygiene and cleaning practices will continue to be emphasised to reduce the spread of any infections.
2. Be aware of the following prior to and whilst you are in our clinic:
 - Maintain hand hygiene by cleaning your hands thoroughly for at least 20 seconds with soap and water or use an alcohol-based hand rub.
 - Keep your hands clean:
 - before entering an area used by other people

- after using the bathroom
 - after coughing or sneezing
 - after eating food.
3. Minimise the number of people attending the appointment to reduce the risk of infection. Siblings and other family members can wait in the car or carpark during the appointment.
 4. Please maintain a social distance of 1.5 metres from other patients. We have marked clear areas of social distancing within our waiting rooms.
 5. Practice good cough/sneeze etiquette by keeping away from other people, using disposable tissues or clothing (e.g. into your elbow), disposing of the tissues and cleaning your hands afterwards.
 6. We have placed hand sanitisers in our clinic for all to use.
 7. If you have a cold, flu, runny nose, cough or believe you may be coming down with any respiratory illness, as a courtesy to other patients and our staff, please call to reschedule your appointment.
 8. Please call us to reschedule your appointment if you have had close contact with a person with confirmed COVID-19 while infectious, we ask that you please reschedule your appointment as you must self-isolate at home for 14 days.
 9. If you have returned from overseas, we ask that you please reschedule your appointment as you must self-isolate at home for 14 days.
 10. If you develop respiratory symptoms or fever, please call the Coronavirus Health Information Line on 1800 020 080 or Health Direct Hotline on 1800 022 222 and seek medical assistance.
 11. We request that only the patient enter the clinical area unless of course the patient is a minor where one adult can accompany them

Please find other helpful information on the [Department of Health COVID-19 Resource Page](#).

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We look forward to continuing to provide you with care.

