



## **Patient update (18<sup>th</sup> June)**

### **Re-opening of Vermilion**

#### **24 St. John's Road (Edinburgh) and Kelso clinics**

Following the First Minister's announcement of Scotland moving to Phase 2 of the route map, and in accordance with advice from Healthcare Improvement Scotland (HIS) who regulate fully private dental clinics such as Vermilion, we are delighted to announce that our clinics will partially re-open on Monday 29 June, 2020.

In Phase 2 we are restricted within our clinical activities. According to HIS we can "provide essential or urgent treatment, follow up a previous treatment, complete a course of treatment that was started before closing and address a negative impact on the patient or client due to a delay in treatment."

If you have embarked upon a course of dental treatment which remains incomplete due to our abrupt closure in March, our administrative team will be in touch to invite you to return to Vermilion to complete your treatment. You are under no pressure to return, and we are happy to wait until you feel ready. Our primary concern is your safety, and the safety of our team.

Infection control has always been a top priority at Vermilion and you will have seen this during your visits to our clinic. Our practice follows infection control guidelines laid down by the governing bodies. We are fully up-to-date on the new guidance that has been issued.

You may see some changes when it is time for your next appointment. We have made these changes to help protect our patients and staff. For example:

- **Our practice will communicate with you before your visit to ask some screening questions.** You'll be asked those same questions again at your appointment.
- **Our contactless reception means that all paperwork such as medical histories, consent forms, treatment plans etc will be sent to you electronically to sign and send back.** The practice will be paperless.
- **We have hand sanitiser that we will ask you to use when you enter the practice.**
- **We no longer offer tea or coffee, and all magazines and books have been removed from the waiting room.**
- **Appointments will be managed to allow for social distancing between patients.** That might mean that you're offered fewer options for scheduling your appointment.
- **The toilet inside our clinic will be closed at this time.**

We will do our best to allow a 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.

How you can help:

- With the exception of children and patients with carers, **patients should come alone.**
- **A distance of at least 2 metres must be observed** if another patient is present in the dental practice.
- **Advance payment should be made by BACS internet banking where possible**, although PIN payments are still possible.
- **Staff will not shake your hand.**
- **If you show symptoms of COVID-19 following appointment booking, you should contact the practice by phone**
- **Please do not arrive early to the practice.** If necessary, you should wait outside the practice
- **Please do not arrive without an appointment.**
- **Patients should come wearing a mask if possible** or be prepared to wear one.

The teams at Vermilion in Edinburgh and Kelso take our responsibilities very seriously. We are devoting a full week to staff training from 22 June, in order to run through and finalise all risk assessments as well as the standard operating procedures.

I would like to take this opportunity to thank all of our patients and our team for their patience, understanding and support through this challenging period.

We are looking forward to getting back to work and welcoming our patients back with a smile from Monday 29 June.

Very best wishes,

Dr David Offord.

Practice Principal

**Updated, 18<sup>th</sup> June 2020**