



Patient update (5th January 2021)

Vermilion's Edinburgh and Kelso clinics

The First Minister announced a lockdown on 4th January 2021. The Chief Dental Officer Scotland (CDO) clarified on 4th January 2021 for Scotland's dental community:

- **Essential travel includes leaving home for healthcare**
- **Dentistry is essential healthcare**
- **Dentistry can therefore continue in Level 4 and the revised restrictions announced by FM this afternoon (4th January 2021)**

You are actively encouraged to keep your appointments at Vermilion to avoid any delay in your ongoing treatment. We have all the necessary Personal Protective Equipment (PPE) and will continue to follow the highest standards in cross infection control. We also have robust protocols in place to ensure the safest possible environment for our patients and staff.

Vermilion's COVID practice includes the following:

- **Our practice will communicate with you before your visit to request COVID screening information.** 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 is paperless.
- **We have hand sanitiser that we will ask you to use when you enter the practice.**
- **We do not offer tea or coffee. There are no magazines or books in our waiting rooms.**
- **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 is closed at this time.** We do still operate one toilet that allows for one person to be present at any time.

We 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 refer to the video on our homepage for advice on our arrival protocols).
- **Please do not attend any of our clinics without an appointment.**
- **Patients should come wearing a mask** and keep this mask on until you are asked to remove this.

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

We are looking forward to welcoming you to our clinic and offering you the highest standards of dental treatment and care.

Very best wishes,

Dr David Offord.

Practice Principal

Updated, 5th January 2021