



Novel Coronavirus (COVID-19) Action Plan – Shibata Dental

5th of August 2020

(Last Updated: 3pm 5th of August 2020)



Dear valued patients,

We would appreciate greatly if you can read through this notice prior to attending your appointment.

Thank you for your support with Shibata Dental. With the continuing pandemic around the world, we are reaching out to inform the changes implemented with our treatment policies.

Due to the growing number of COVID-19 cases in Melbourne, we have been **advised with the changes in restrictions** in regard to the provision of dental services.

Please be informed that at present, the Victorian and Federal Governments have recommended for dental practices to **REMAIN OPEN** to provide **EMERGENCY DENTAL TREATMENTS ONLY**.

Routine dental examinations and cleans, and routine treatments have been deferred until further notice.

From **8th of August 2020**, we will cater for emergency dental treatments which includes:

- **Endodontic treatments (Root canal treatments)**
- **Crowns**
- **Emergency Dental Fillings**

Do you already have an appointment?

Our staff will be contacting you to notify the cancellation of your appointment booked in the month of August and early September until further notice.

Currently, we are uncertain when we are able to reschedule the cancelled appointments. We will contact you again once the restrictions are removed. We sincerely appreciate your understanding in this matter.

*If your appointment is booked after 14th of September 2020, we are currently keeping your appointment until further decisions are made.

What is coronavirus (COVID-19)?

The novel coronavirus (COVID-19 or SARS-CoV-2) belongs to a family of RNA viruses known as Coronaviridae which includes Severe Acute Respiratory Syndrome Coronavirus (SARS-CoV) and Middle-East Respiratory Syndrome Coronavirus (MERS-CoV).

The coronavirus causes respiratory illness.

Symptoms range from a mild cough to pneumonia. Some people recover easily, others may get very sick very quickly. There is evidence that it spreads from person to person. Good hygiene can prevent infection.

Coronavirus (COVID-19) symptoms

Many people who contract COVID-19 will suffer only mild symptoms. However early indications are that the elderly and people with pre-existing medical conditions are more at risk of experiencing severe symptoms.

The most common symptoms reported include:

- Fever
- Breathing difficulties such as breathlessness
- Cough
- Sore throat
- Fatigue or tiredness
- Headache

- Myalgia
- Stuffy nose
- Nausea
- Vomiting
- Diarrhoea

If you suspect of being affected by the COVID-19, visit your GP or your nearest hospital for the COVID-19 screening.

Full list of Hospitals assessing for the COVID-19 can be found on the Victorian Government, Department of Health and Human Services: <https://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19>.

Reference:

Australian Government, Department of Health: <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>, accessed 13-07-2020

Victorian Government, Department of Health and Human Services, available from <https://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19>, accessed 13-07-2020

New Policies Set in Place

At Shibata Dental, we think of the health and safety of our patients, staff, and community as our top priority.

To keep our patients, staff and community safe, we have implemented many changes to our clinic's policies:

- 1) We will be screening everyone for COVID-19 when you call for your appointment.
- 2) We will not allow a patient to enter our premises without a **MASK**.
- 3) If you develop any symptoms related with COVID-19, **DO NOT** come to the clinic – please call and cancel your appointment and seek medical advice.
- 4) If you have travelled within the last 14 days, please **DO NOT** come into the clinic – please call and cancel your appointment and reschedule to a later date.
- 5) If you have been in contact with any one with suspected COVID-19, please **DO NOT** come into the clinic- please call and cancel your appointment and reschedule to a later date.
- 6) We request that you attend your appointment alone; or if together with your family member, then we will ask for your family member to wait outside or in the car.
- 7) We have implemented changed in the setting to our waiting room to assist with social distancing. If you have travelled by public transport **please make sure to sit at least 1.5m away from one another**.
- 8) For those who are arriving in a vehicle, we will be asking for **you to remain in your car until we call for your appointment**.
- 9) Everyone **MUST USE** hand sanitizer on arrival and upon departure.
- 10) We will only allow one patient to enter our surgery room at a time. If you feel uncomfortable for your child or your family member/friend to enter our surgery room alone, please reschedule the appointment to a later date.
- 11) We clean our office utensils upon contact; however, we encourage patients to bring their own pen to sign for payments.

- 12) Please cover your nose and mouth with a tissue when you cough or sneeze.
- 13) Our staff are regularly cleaning contact surfaces such as; surgery rooms, restroom, waiting room, door handles, stationaries, solid surfaces and desktop appliances.
- 14) If you are ever unsure, **please call and discuss**, before attending for your appointment.

If you are self-isolating and have an urgent dental emergency, please contact our clinic to discuss the appointment options with our staff.

For up-to-date information on the COVID-19, please visit The Victorian Government's Health and Human Services [website](#) and The Australian Government's Department of Health's [website](#).

We are wishing your well-being, and hope that you and your family are staying safe and managing well.

If we can be of any assistance, please contact us back at any time.

Thank you.

Kind regards,

Shibata Dental.

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