



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

19th of July 2021

(Last Updated: 11am 19th of July 2021)



Dear valued patients,

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

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

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 **URGENT DENTAL TREATMENTS ONLY**.

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

From **19th of July 2021**, we are catering for patients with urgent needs or care where failure to do so in a clinically appropriate timeframe will lead to adverse outcomes. These include:

- Facial Swelling
- Intra-oral Swelling
- Periodontal Management
- Loose tooth
- Facial Trauma; or
- Dental Trauma, significant/constant/uncontrollable pain

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. Coronavirus Hotline 1800 675 398.

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/news/health-alerts/novel-coronavirus-2019-ncov-health-alert?utm_source=health.gov.au&utm_medium=redirect&utm_campaign=digital_transformation&utm_content=health-topics/novel-coronavirus-2019-ncov, accessed 19-07-2021

Victorian Government, Department of Health and Human Services, available from <https://www.coronavirus.vic.gov.au/symptoms-and-risks>, accessed 19-07-2021

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 and are isolating, 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 will be asking all patients to sit inside their car and wait for our call due to the density quotient limit within our practice.
- 7) 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.
- 8) We have implemented changed in the setting to our waiting room to assist with social distancing. If you have travelled by public transport, **please call upon arrival before entering the clinic and make sure to sit at least 1.5m away from one another**.
- 9) 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**.
- 10) Everyone **MUST USE** hand sanitizer upon arrival and departure.
- 11) Body temperature check to be obtained upon arrival (and for any accompanying person).
- 12) We will only allow one patient to enter our surgery room at a time. If you feel uncomfortable for your child, your family member or your friend to enter our surgery

room alone, please reschedule the appointment to a later date. For further details please call to discuss.

- 13) Please cover your nose and mouth with a tissue when you cough or sneeze.
- 14) Our staff are regularly cleaning contact surfaces such as; surgery rooms, restroom, waiting room, door handles, stationaries, solid surfaces and desktop appliances.
- 15) **QR code** is available at the entrance door. Please check-in upon arrival.
- 16) Please check the stage government site to make sure that you have not attended any of the **exposure sites**: <https://www.coronavirus.vic.gov.au/exposure-sites>.
- 17) 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 at any time.

Thank you.

Kind regards,

Shibata Dental.



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