

COVID SAFE PLAN

(Updated Sept 2021)



Park Road Dental

The health and safety of our patients and staff remains of utmost importance. We are continuing to adhere to changes in Government regulations and adjust our practices and procedures as required.

PATIENT SCREENING

- COVID screening questions are used as a part of the appointment booking process for all patients as well as anyone in their household. They are checked for any signs of unwellness and may be asked to check the updated exposure site list on the morning of their appointment.
- Our appointment reminder system via email and SMS includes COVID screening questions and requests for patients to reschedule their appointment if any apply to them. At certain times, our appointment reminder system is disabled so that we can perform a comprehensive screening of patients over the phone.
- Signage is in place on the entry door advising people not to enter the building if feeling any signs of unwellness.
- Patients are asked the COVID-19 screening questions again on arrival for their appointment.
- Patients are temperature checked on arrival for their appointment.

PHYSICAL DISTANCING AND MINIMISING PATIENT CROSSOVER

- To minimise patient cross-over between appointments, we have minimised the chair capacity in our waiting room to abide by the maximum person per m² ratio. If our waiting room is at full capacity, patients who arrive to their appointment by car, may be asked to remain in their car until ready to be seen.
- 1.5 meter physical distancing posters are displayed at reception as well as tape/markings on the reception floor to indicate the safe distance for patients to stand from other patients.
- Perspex screens have been installed on the reception desk to keep a safe barrier between patients and reception staff.

ATTENDANCE / RECORD KEEPING FOR CONTACT TRACING PURPOSES

- All patients and staff members are required to check-in to our practice using the Service Victoria App and our practice specific QR code.
- Our reception staff also note in our Dental Software Program when patients check-in, which communicates to the Clinicians that their patient has arrived for their appointment.
- Our staff use an electronic timesheet system to clock-on/off at the start and end of their shift.

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HYGIENE & CLEANING

- Patients are asked to hand sanitise upon arrival and hand sanitiser is located in multiple locations throughout the practice for use by staff, clinicians and patients.
- Our practice does annual Infection Control training updates with the Australian Dental Association and conducts staff training to cover any new updates. Our practice and all staff members are up to date with the latest ADA Guidelines for Infection Prevention and Control (4th Edition) that was released in August 2021.
- Our Infection Control procedures and protocols are of the highest standard for preventing cross-contamination between patients.
- We have an established routine maintenance and cleaning schedule for the practice which outlines required tasks to be performed on a daily/monthly/quarterly/6 monthly and annual basis. Audits are carried out quarterly to check procedures are up to date.
- We carry out thorough cleaning of all door handles, bathroom facilities, reception surfaces and other high patient contact areas continuously throughout the day.
- TGA approved single use disinfectant and detergent wipes and disposable paper towels or lint free cloths are used in the treatment rooms and throughout the practice, in accordance with the ADA's Guidelines for Infection Prevention and Control (4th Edition).
- All staff wear appropriate Personal Protective Equipment when treating patients and at reception, which include, N95 masks, surgical masks, face shields, glasses, gloves and dental gowns.
- Patients are required to wear a mask on arrival and when waiting in the waiting area.
- We provide patients with their own pens if required to fill in any paperwork or sign payment receipts, which they take home.
- Shared items such as magazines, toys and water fountain in the waiting room have been removed.

STAFF REQUIREMENTS IF UNWELL OR AT POSSIBLE RISK OF EXPOSURE

- All staff members are not to attend work if they are feeling any signs of unwellness or any symptoms related to COVID-19. They are required to get tested immediately and isolate until they receive a negative test result.
- Staff members are not to attend work if they are a close contact of a positive case OR have family members awaiting test results OR have attended an exposure site during the stated timeframe. They are required to get tested immediately and isolate according to the Department of Health and Human Services directive.
- We have a comprehensive procedure to follow in such case that the practice is placed at risk of an exposure and advice will be sought from the Department of Health and Human Services immediately.

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EXPOSURE RESPONSE TO A SUSPECTED OR CONFIRMED CASE OF COVID-19

- To date, we have not had an exposure at our practice or amongst our staff of a suspected or confirmed case of COVID-19.
- If we are notified that a person has visited our premises whilst infectious with COVID-19, we have an 'Exposure Response Plan' to follow which involves the following:-
 - We will notify the Department of Health and Human Services immediately, as well as The Australian Dental Association and Work Safe Victoria. We will assist with any of their requirements.
 - We will follow all directives if required to close the practice.
 - We will notify anyone who attended our practice during the period of exposure and provide information as per DHHS advice.
 - We will communicate with patients to ensure they receive the necessary care they require if unable to be treated at our practice. All clinicians will be contactable by phone if patients require advice or support during our period of shutdown.
 - We will undertake a deep clean of the practice in accordance with advice from the Department of Health and Human Services.
 - We will keep our staff informed and offer support as required.

OUR RIGHT TO REFUSE TO PROVIDE TREATMENT

- **The health and safety of our patients and staff remains of utmost importance. We are continuing to adhere to changes in Government regulations and adjust our practices and procedures as required. We have a right to refuse to provide treatment to anyone who we feel puts our staff and patients at risk of exposure to COVID-19.**

GENERAL HEALTH INFORMATION

To stay informed and up to date with the latest information, go to the Department of Health and Human Services (DHHS) website: <https://www.dhhs.vic.gov.au/coronavirus>.

The DHHS has also established a hotline where any member of the public can call to seek information on COVID-19 on **1800 675 398**.

For further health information the number for Victoria's 'Nurse on Call' is: **1300 60 60 24**.