

In these uncertain times, we wanted to reach out to you personally about what we are doing here at Knox City Orthodontics to ensure the health of our patients and staff. As the situation around novel coronavirus (COVID-19) continues to evolve, we will do everything we can to ensure your safety and provide maximum flexibility. The team at Knox City Orthodontics follow strict infection control procedures and as such we are open for all new and existing patients as normal.

COVID-19 symptoms

People with COVID-19 show symptoms of:

- Fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath

If at any stage you are experiencing any of these symptoms please notify the practice to reschedule your appointment, seek medical advice and remain at home.

What should I let the practice know?

Patients should immediately notify the practice if:

- You (or a household member) has travelled to a High-Risk Country in the last two (2) months;
- You (or household member) is suffering or has suffered flu-like symptoms since February 2020; or
- You (or household member) could be or have potentially been exposed to the COVID-19.

A 'yes' to any one of these questions deems patients as being at risk of transmitting the virus. If at any of the above apply please notify the practice to reschedule your appointment, seek medical advice and remain at home.

What should I do about travel?

Ensure you have the latest information on travel destinations: <https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus>

On return from travel you should self-isolate and monitor yourself for symptoms for 14 days, including taking your temperature twice a day. If you develop a cough or fever (temp 37.3C or more) you should seek medical advice and provide a Doctor's medical certificate before your next appointment.

How to prevent the spread of disease?

We will continue to practice diligent infection control procedures at the practice and at home to prevent the spread of infectious diseases including COVID-19.

At Knox City Orthodontics we always comply with all CDC (Australian National Centre for Disease Control) and OSHA (Occupational Health Services Australia) directives for disease prevention and protection. This is, and will continue to be, important in ensuring the health and safety of our staff and our patients. We ensure:

- All instruments are sterilized after each use
- Our safety attire, including face masks and gloves are changed before seeing each patient. Protective eyewear is disinfected between each patient
- Between patients, we wipe down the dental chair and all surrounding surfaces with disinfectant

Whilst we are not stopping parents or guardians accompanying patients to appointments, we ask that you do not bring friends or siblings into the office who do not have a treatment appointment.

If you have any special concerns, one of our clinical team members can call you to address those concerns regarding your treatment during this time.

Some tips for patients are as follows:

- Regular changing of toothbrush
- Ensure you wash your hands for at least 20 seconds prior to inserting aligners or elastics
- Regular cleaning of clear aligners
- Regular hand washing – regular hand washing if hands are dirty, regular hand sanitising to maintain clean hands.
- Avoid touching your face – combined with regular hand washing.
- Good respiratory hygiene – use tissues, cover your mouth if coughing or sneezing with your elbow or a tissue.
- Maintain social distance – keep at least 1 metre from anyone who might be coughing or sneezing and avoid contact where possible.

We will continue to monitor progression of COVID-19 and will provide you with further updates as necessary.