



Dear Patients, Parents and Family members,

We are now operational. There are still restrictions in place for the practice that we will need to implement for the continued health and safety of our patients and staff. We are implementing the following plan in addition to our strict infection control protocols that are already in place;

1. Hand hygiene and cleaning practices will continue to be emphasised to reduce the spread of any infections. We will be requesting every patient to wash their hands immediately prior to being seated for their appointment at our clinic inside.
2. We request that **ONLY patients attend our clinic and waiting room**. Guardians should remain outside the practice and we will happily relay any messages by phone or email. Patients under the age of 12 can be accompanied by one parent or guardian.
3. Please **do not** bring siblings, partners or friends into the clinic who do not have an appointment. This will enable us to maintain an effective social distance which reduce the risk of infection to us all.
4. Patients are required to brush their teeth at home or school prior to attending their appointment. **There will be no brushing possible at the clinic.**
5. We have placed hand sanitisers in our clinic for all to use.
6. If you have a cold, flu, runny nose, cough or believe you may be coming down with any respiratory illness, as a courtesy to other patients and our staff, please call to reschedule your appointment.
7. Please call us to reschedule your appointment if you or family members have had close contact with a person with confirmed COVID-19 while infectious, as you must self-isolate at home for 14 days.
8. If you have returned from any overseas travel we also ask that you please reschedule your appointment by 14 days to help reduce the risk of infection to other patients and our staff.

Please watch out for emails and text messages from us as we keep you updated. If you have a question regarding your appointment please call us on 97449200.

Stay healthy and keep smiling. We are looking forward to seeing you at your next appointment.

Yours Sincerely
Dr. Divya Sriram