



Dear Patients, Parents and Family members,

We appreciate the growing concern and uneasiness that some of you may be feeling regarding the COVID-19 outbreak. The health and peace of mind of our patients, families and team members remain our highest priority. We are closely monitoring the COVID-19 information and are aware of the recent recommendations of the World Health Organization (WHO), the Australian and NSW Governments and local authorities.

To protect you and our team, 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.
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. If you have a non urgent appointment this month such as a recall or routine retainer review, this can be postponed.
5. 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.
6. We have placed hand sanitisers in our clinic for all to use.
7. 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.
8. 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.
9. 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.

We hope that you our patients and families know how much we care and value you and that we will continue to do everything we can throughout this unprecedented unimagined situation we find ourselves in.

We understand this is an evolving situation. We are closely monitoring the advice each day and will strive to adapt our operations accordingly and implement appropriate plans to ensure the continued health and safety of our patients and staff. Please watch out for emails and text messages from us as we keep you updated.

Kindly contact us on 97449200 or email us on mail@nicebite.com.au in case of an emergency.

Stay healthy and keep smiling.

Yours Sincerely
Dr. Divya Sriram