



I wanted to let you know what we are doing here at Darwin Orthodontic Centre 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.

Our team at Darwin Orthodontic Centre follow strict infection control procedures and as such we continue to be open for all new and existing patients until advised otherwise. Even if we are required to close, you will still be able to contact us via email, at any time [reception@darwinortho.com.au](mailto:reception@darwinortho.com.au)

### **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 seek medical advice.*

### **What should you 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.

### **Accounts**

If we are required to close for a period of time, it is likely that active orthodontic treatment will be prolonged, either by changes to appointments, or the practice closure. If this is the case, be reassured that there will be no extra costs, and we will complete the orthodontic treatment for the quoted fee, regardless of how much longer treatment is prolonged by this crisis.

### **How to prevent the spread of disease?**

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

At Darwin Orthodontic Centre we comply with all DBA (Dental Board of Australia), 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 (by autoclave) after each use
- Our safety attire, including face masks and gloves are changed after seeing each patient. Protective eyewear is disinfected between each patient
- Between patients, we wipe down the dental chair and all surrounding surfaces with disinfectant
- Waiting room chairs, reception top, and door handles are wiped down several times a day

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