

Novel coronavirus (COVID-19)

You're our highest priority right now

As a valued patient of our practice the health and wellbeing of yourself and our team are our highest priority.

We recognise the uncertainty that coronavirus COVID-19 is causing globally, so we want to take a moment to let you know what we are doing to keep you safe while still providing you exceptional orthodontic care.

Health and safety is always important for us at Ilam Orthodontics. We already had incredibly high standards and safety protocols that comply with the World Health Organisation and Ministry of Health guidelines.

Since coronavirus COVID-19 we have now put in place a number of additional protocols, to help ensure we work in the safest environment possible and put your health and wellbeing first.

What are the additional things we are doing?

- Screening all patients prior to booking and attending appointments
- Ensuring that our clinicians and practice team are well and asking them to stay home if they are feeling unwell.
- Maintaining defined safe social distances, including in our waiting rooms and reception areas.
- Putting even greater emphasis on our best practice infection control and sterilisation protocols.
- Implementing additional and more frequent cleaning measures for our common areas using medical grade disinfectant.
- Following strict hand hygiene measures, using anti-bacterial liquid before, during and after every treatment.
- Offering hand sanitiser in our reception area for all our visitors to use.
- Keeping up-to-date with the latest advice from the New Zealand Government and updating our Response Plan in accordance with that advice.

What you can do to help

If you have an upcoming appointment with us, you can help by following these simple guidelines.

- All travellers are required to self-isolate for 14 days when you arrive in New Zealand. Please schedule your appointment for after you have registered your return with Healthline on **0800 358 5453** and self-isolated for 14 days.
- Please call us to discuss your appointment options if you are feeling unwell and have flu-like symptoms (such as a sore throat, cough, shortness of breath, or a fever of at least 38°C), or you have been in close contact with someone who has been suspected or confirmed to have COVID-19 or who has recently travelled overseas.
- If you could be at risk but are in pain and need urgent care, then call us on **039620288** and we can help you get an appointment.

Let's stay safe together

We understand that these are unprecedented times we are living in and an evolving situation. We would like to thank you for working with us so we can continue to provide safe orthodontic care together.

Staying healthy and well is even more important in these times and we are committed to doing absolutely everything we can to provide the best care and protection for your peace-of-mind.

If you have any questions about coronavirus COVID-19, or concerns about your appointment, please call our practice, so we can discuss your options.

For more information about coronavirus COVID-19 head to the Ministry of Health website.

We look forward to seeing your smile soon.

Ilam Orthodontics